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Centre for Public Health Research

**Establishing the reach of Cheshire Children's Fund
April 2005 – March 2006: database development and
implementation**

**Simon Alford
Miranda Thurston**

October 2006

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Executive summary

Background

The Children's Fund was introduced in 2000 and is a national initiative that was set up to respond to the need for improved services to support children aged 5 to 13 years old who are at risk of being disadvantaged by child poverty and social exclusion. Cheshire Children's Fund (CCF) is the local response to the national initiative. The majority of CCF work is targeted in areas of high deprivation and supports a wide range of activities for children within the home, the school and in the wider community.

Aims of the study

Monitoring is a significant element of CCF work, the aim of which is to build an evidence base to measure the impact of services in meeting the needs of both children and their families. The aim of this piece of work was to develop a system that identified individual service users from a selected number of CCF services chosen to provide electronic data returns to allow detailed analysis. For the purpose of this study the majority of services asked to provide electronic data returns were either based in schools or with services which were providing support to schools. Work of this nature has not been undertaken by any Children's Fund and no electronic system was available to undertake the specified task. Therefore, a system was required to record and identify children accessing services.

System development

A spreadsheet based upon the monitoring requirements of the Department for Education and Skills to record service activity was designed. The spreadsheet captured routine service data. In addition, personal details (name and address) were requested to help identify individual service users, whilst the primary reason for intervention was also added to gain a further insight into the reason why individuals were accessing CCF services. In order to identify each service user across the CCF, the Local Education Authority's (LEA) unique pupil numbers were used. All spreadsheet data were collected quarterly from each service provider and contained a breakdown of each month's service activity.

Data submission

Having developed a spreadsheet, an automated system was designed to allow quarterly returns to be made through a secure Web site for information sharing and document collaboration. Each service provider was allocated an account on the system

that did not allow access to other service provider sites. However, service providers' sites were configured to allow them to access the CCF level, where new spreadsheet and relevant documents could be retrieved. This environment allowed service providers to upload quarterly returns to the Centre for Public Health Research (CPHR) securely.

Cheshire Children's Fund database

A Microsoft Access database was developed to allow data analysis. Data returns from service providers were exported into individual service provider databases before being exported into a master database. The master database supports detailed queries regarding individuals and the number of contacts made with CCF during the lifetime of the project.

Data analysis

This was a quantitative study undertaken to establish the number of individuals accessing CCF services between 1st April 2005 and 31st March 2006. The master database was interrogated to establish the number of service users accessing each individual service and the CCF as a whole, as it is possible that some service users could access more than one service. All contacts made during the specified timeframe were exported to Microsoft Excel and examined to establish personal characteristics and levels of service usage.

Additional data to establish those children eligible for free school meals and with Special Education Needs (SEN) were provided by Cheshire County Council and cross referenced with the master database to establish the level of work undertaken by the Children's Fund projects with children who are disadvantaged.

Results

Between April 2005 and March 2006:

- 1,125 individuals accessed CCF services;
- a total of 18,972 episodes of support were received;
- there was a 38% increase in the number of individuals accessing CCF services;
- there was an 80% increase in the number of episodes of support;
- the average number of episodes of support increased from 7.8 to 10.1 per person;
- challenging behaviour was the most frequently recorded primary reason for referral;

-
- 78% of referrals for challenging behaviour were made with males;
 - 76% of referrals for poor achievement at school were made with males;
 - 57% of referrals for confidence/self-esteem and social exclusion/isolation were made with females.

Service users

Of the 1,125 individuals accessing CCF services during the 12 month period:

- 57% (646) were males and 43% (479) were females;
- the largest number of females (139) were seen in the 5-6 year age group;
- the largest number of males (167) were found in the 7-8 age group;
- 71% (797) of service users were aged between 5 and 10 years old;
- the number of females accessing CCF services decreased with age;
- the number of males remained relatively constant between the ages of five and ten years old;
- 3% (36) were identified as having a disability;
- 4% (41) had a statement of SEN;
- 14% (162) received support under the SEN code of practice;
- 47% (514) were entitled to free schools meals (10% of Cheshire school children are entitled to free school meals).

Over the 12 months, the number of males accessing Cheshire Children's Fund services has continued to rise resulting in a 58% increase. During the same period the number of females has increased by 17%.

Multiple service usage

Of those accessing CCF services, 86 children (8%) were identified as receiving support from more than one CCF service provider. However, of those individuals accessing additional services, 51 were found to be accessing both services provided by the Lache family support services, which are recorded as separate services. Two individuals were identified as accessing three CCF services. However, once again, two of the services were Lache family support services. When examining the sex of the 86 individuals accessing additional CCF services, 59% were male.

Database developments

Although the volume of monitoring data is manageable using the current Microsoft Access database, there are plans to use a more powerful system that will support

greater automation. Microsoft's SQL Server 2005 offers a new software environment which facilitates the integration and analysis of data.

Integration with a Child Index

The development of an electronic database to support the data monitoring of CCF service providers offers the possibility for wider co-operation, which is consistent with the aspirations of *Every Child Matters* and the development of a Child Index for the purpose of information sharing.

Cheshire County Council asserts the importance of information sharing between different agencies with the longer term aim of integrating information systems across services and enabling concerns to be shared at an early stage. It is anticipated that the CCF database, which is still developing, will be able to interact with relevant databases held by the Council. It is perceived that information regarding individuals in contact with CCF projects could eventually enhance the profiles held on the Cheshire County Council's Child Index and become available to other practitioners working with an individual child in accordance with government recommendations.

Learning

The pattern over the 12 month period demonstrates a growing number of individuals and episodes of support with CCF service providers. This can partially be explained by the numbers of service providers completing the electronic returns over the analysis period and the quality of the returns. As a result of more comprehensive data returns, more data could subsequently be exported onto the CCF database. Taking these factors into consideration, an increase in the number of individuals accessing services is not surprising. However, there appears to be a greater intensity in the number of episodes of support provided.

Service providers were asked to indicate the primary reason for referral for all children accessing CCF services. It is interesting to note that, in the case of both challenging behaviour and poor achievement in school the majority of referrals were with male service users, whilst in the case of both social exclusion/isolation and confidence/self-esteem, the majority of referrals were with females. A point of concern was the number (262) of individual referrals recorded as 'other' and 'unknown'. A reason for this may be the reluctance of some service providers to pass judgement on a child's situation. However, without such judgements it is difficult to provide an insight into the work of the CCF. Both 'other' and 'unknown' have now been removed from the list of reasons for

referral. Through the removal of both categories it is anticipated that a more accurate description of need, as indicated by the reason for referral, will be achieved.

Another area where concerns have been raised is the recording of personal information by individual services. It is imperative that every effort is made to ensure the correct spellings of all information recorded. This is especially important with regard to all personal information (names, addresses and date of birth). Without accurate records of service users, the ability to cross-reference children with the LEA pupil database cannot occur. Whilst it is important to keep accurate records, the failure to do so could have wider implications for the development of the Cheshire Child Index. It is imperative that all children are identifiable to allow any central database that may be developed to record all relevant information against the appropriate individual. Without accurate records to identify children accessing multiple services, the possibility of failing to identify children at risk of harm and requiring intensive intervention will substantially increase.

Conclusion

The CCF database has improved the capacity and capability to record and identify the numbers of service users and the reason for referral for individuals accessing CCF services. Whilst it has taken time for service providers to gain a full understanding of the requirements, and in some cases to obtain parental consent, there is now increased co-operation between the CPHR and CCF service providers. Such co-operation has seen continued improvements in the quality of electronic data returns. However, as previously stated, there are still areas where improvements are required.

The development of the database is consistent with government policy to collect information regarding children accessing such services. Therefore, CCF service providers are in effect developing protocols to collect information that will become common practice in the very near future.

With regard to CCF service providers and those individuals accessing services, the database has identified that the CCF is meeting its objective of working with children in some of the most disadvantaged areas of Cheshire. Males are the principal services users, with challenging behaviour identified as one of the main reasons for referral to CCF services. It also appears that very few children are receiving support from multiple CCF services. The only exception to this occurs with the Lache family support service,

where two services are recorded separately. As a result 51 children were identified as receiving support from both service strands.

Chapter 1

Introduction

1.1 Background

The Children's Fund was introduced in 2000 and is a national initiative that was set up to respond to the need for improved services to support children aged 5 to 13 years old who are at risk of being disadvantaged by child poverty and social exclusion (Her Majesty's Government, 2006). The desired outcomes for Children's Fund services were for children to:

- be healthy;
- be emotionally secure and confident;
- be successful at school;
- stay out of trouble;
- live in a safe place;
- have had the opportunity to succeed in achieving their dreams.

The Fund is focused on promoting the development of local preventative strategies, with an emphasis on providing support for children within the home, the school, and in the wider community. Cheshire Children's Fund (CCF) is the local response to the national initiative. The majority of Cheshire Children's Fund work is targeted in areas of high deprivation and supports a wide range of activities across the county. The work of Cheshire Children's Fund is undertaken by voluntary organisations and within Cheshire schools. The majority of CCF projects are undertaken in conjunction with schools.

1.2 Aims of the study

Monitoring and evaluation is a significant element of CCF work, the aim of which is to build an evidence base to measure the impact of services in meeting the needs of both children and their families. Since the introduction of the programme, service providers have made returns to CCF to satisfy Department for Education and Skills (DfES) statutory requirements. However, whilst each service records the number of individuals who access their service, there is no system to identify those children who access more than one service provider.

A key element of a monitoring and evaluation strategy is the development of a system for measuring the engagement of children with services. In order to do this, a

system of recording accurately the number of children, as well as the number of contacts is required. Currently no Children's Fund undertakes such monitoring or has the technology available to undertake such a task. Therefore, the Centre for Public Health Research was commissioned to establish a system that identified individual service users from a selected number of CCF services chosen to provide electronic data returns. Both voluntary organisations and schools were selected to participate in the study. To allow further analysis, service users' social characteristics and the primary reason for referral would also be monitored. Through the use of Geographical Information Systems (GIS) spatial understanding of service usage was also achieved. Through such techniques, it is anticipated that not only will an estimate of the number of service users be established, but the results may also help promote future service development.

1.3 Methodology

In order to retrieve the relevant information, the research team worked closely with staff from the Department of Computer Science and Information Systems at the University of Chester. The data collection method and database development processes are discussed in Chapter 2.

1.3.1 Data analysis

This was a quantitative study, involving the analysis of routinely collected data by CCF service providers, using excel spreadsheets.

To establish the true number of service users with individual services and the Cheshire Children's Fund all information returned from CCF service providers was exported into a Microsoft Access database. The master database was interrogated to establish the number of service users between 1st April 2005 and 31st March 2006. All contacts made during the specified time-frame were exported to Microsoft Excel and examined to establish personal characteristics and levels of service usage.

The time-frame for the analysis (1st April 2005 to 31st March 2006) was selected because it was judged to be the most accurate and complete data returned by the individual service providers. Additional data to establish those children eligible for free school meals and with Special Education Needs (SEN) were provided by Cheshire County Council.

1.4 Research ethics

In order to conduct this study, ethical approval was obtained from the Centre for Public Health Research Departmental Research Ethics Committee at the University of Chester in May 2004.

1.5 Structure of the report

This report is organised into a number of chapters. Chapter 2 examines the data collection and database development process. Chapter 3 presents a profile of CCF service users over the 12 month period (April 2005 – March 2006) to provide an overview of CCF activity and the characteristics of service users. Chapter 4 examines the individual services over the 12 month period. Chapter 5 discusses the findings in respect of both service usage and database development to enhance future CCF analysis.

Chapter 2

Data collection and database development

2.1 Introduction

This chapter examines the methods used to develop a system to record and identify individuals accessing CCF services. This work was undertaken in conjunction with senior lecturers from the Computer Science and Information Systems (CSIS) Department at the University of Chester.

2.2 Data capture

Members of the CPHR team, in conjunction with CCF, designed an electronic spreadsheet. The spreadsheet was based upon the requirements of the DfES return from service providers to provide a record of service activity. The spreadsheet aimed to capture key participant information such as: age, ethnicity, gender, source of referral, date of first contact, date of exit, and episodes of regular support. In addition to the standard DfES information, personal details, including forename, surname, address and postcode were requested to identify individual service users who were to be recorded upon the database. Primary reason for intervention was also added to gain an insight into the reason why individuals were accessing CCF services. In order to capture as much information as possible regarding the level of service usage, the aim was to collect spreadsheet data quarterly from each service provider containing a breakdown of each month's service information.

All services providers were issued with informed consent forms (Appendix 1) to provide parents/service users with an outline of the project and the data collection process. Parents/service users were also informed that all information would be handled in accordance with the Data Protection Act 1998. For those parents/service users who did not consent to personal information being shared for the purposes of evaluation, the standard DfES information was still required. However, these contacts were excluded from the analysis.

CPHR staff worked alongside CSIS staff members to support the data management procedures that the monitoring activity entailed. Minor amendments to the spreadsheet were made to make the data capture procedures more robust. In order to identify service users uniquely across the CCF, an extra column was added to the spreadsheet requiring a Unique Pupil Number (UPN). The UPN is a number given to

children by the LEA upon entering the education system to allow individual records to be maintained. In addition a UPN validation algorithm was developed to ensure that valid UPN values were entered into the spreadsheet. A further development introduced resulted in records being totalled as they were entered onto the spreadsheet to facilitate checks on monthly totals.

For those CCF projects that were not affiliated with a school and therefore had no access to UPNs, service users' UPNs were identified by the CPHR in conjunction with the Local Education Authority (LEA) and returned to the service provider. In doing so this allowed the service provider to enter known UPNs on all subsequent returns.

2.3 Data submission

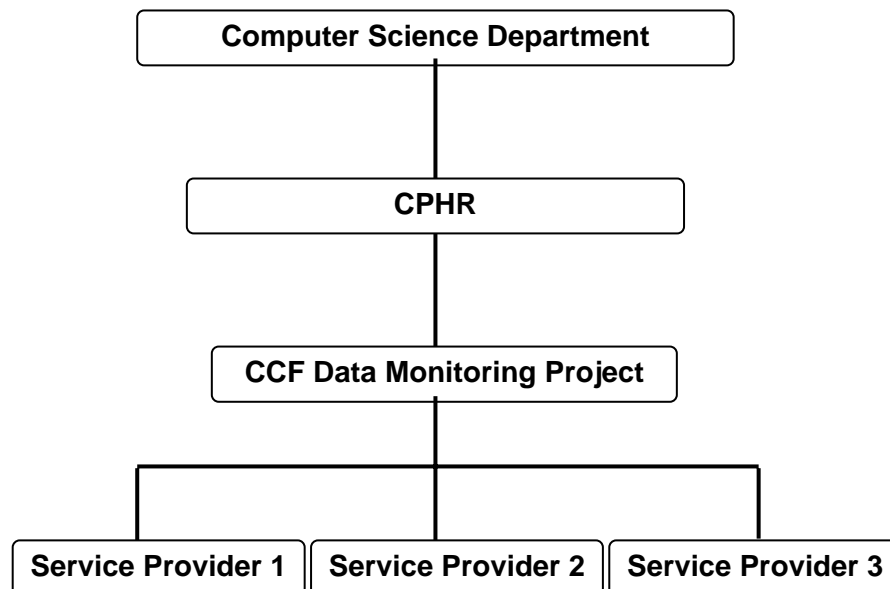
Having developed a spreadsheet to capture data returns, members of the CPHR/CSIS team decided that there was an opportunity to automate the submission of data by service providers to the CPHR. Space was accessed on the CSIS server and allocated to the CCF project. The next step was to establish a suitable web-based environment to facilitate access to the server and the uploading of project data. Microsoft SharePoint Services (Microsoft, 2006a) was selected for this. This software allows the creation of Web sites for information sharing and document collaboration. SharePoint supports team collaboration and enables users to work together on documents, tasks, contacts, events, and other information. The Windows SharePoint Services environment is designed to allow designated administrators to configure web sites and apply access rights to teams of users. These resources offer the potential for service providers within CCF to communicate with CPHR but also to share knowledge and experience with each other. In this respect, the project has the potential to stimulate an electronic environment beyond the submission of contact data.

2.4 Establishing a SharePoint environment

Members of the CSIS team were assigned administrator rights for SharePoint and a Web site for CPHR was set up on the server. Within this site, a specific site for the CPHR was established along with a sub-site for the CCF project. Within the CCF site, a further series of sub-sites were then established for each of the service providers (Figure 2.4.1). Each service provider was allocated an account on the system that did not allow access to other service provider sites. However, service provider sites were configured to allow them to access and contribute to common

discussion boards at the CCF level. This hierarchical environment allowed service providers to upload quarterly returns to the CPHR securely.

Figure 2.4.1 Cheshire Children’s Fund Web site structure



Staff at the individual service provider sites had variable experience of ICT systems. Therefore, a key task was to provide appropriate training to ensure that users were aware of how to access and use the resources. A training session was delivered at the University of Chester for all service providers to attend and be guided through the basic principles of the web site. Additional support sessions were provided on a one-to-one basis for those service providers who required additional support.

2.5 Database development

Having established a web-based environment in which monitoring data could be captured, the next step was to extract data from the spreadsheets into a database for analysis. This was achieved in discrete steps. First, data from each month was imported from spreadsheet files into a Microsoft Access database table. Update queries were used to generate a single table containing details of individual contacts, the service provider identifier, and the appropriate month associated with each record. The next task was to extract the data into separate tables and to establish relationships between them. Clients are identified by UPN. A referral is identified by UPN and date of first contact. This same composite key is used to identify details of contacts during specific periods. At the end of this first phase, individual databases

are constructed for each service provider. The second phase of development required data to be formed into a composite database. This entailed importing data from each of the individual databases into a single repository. The final phase of the process began with the composite database generated at the end of the second phase. Data for clients, referrals and contacts from each service provider for the new quarter were extracted from spreadsheets into individual databases and added to the composite database. The updated tables, and any associated queries for analysis, were then exported into a new database representing the current levels of service usage of the CCF project. This process can be repeated for successive quarters throughout the life of the project.

The composite database supports detailed queries regarding individuals and the number of contacts made with CCF during the lifetime of the project. Having captured the data, there is now scope to exploit opportunities such as integrating GIS facilities to provide visual representation of the activities of the service providers.

2.6 System limitations

The procedures that have been put in place to gather data on CCF service activity involves a significant amount of clerical control by the CPHR. Extracting data from spreadsheets and importing them into a composite database needs to be done carefully. Checks must be carried out to ensure that the data in the spreadsheets are in the right format. A recurrent theme in the whole project has been the insistence on entering data accurately by service providers to ensure that the overall aims of the project, collecting accurate data on service users, can be met.

Chapter 3

Results

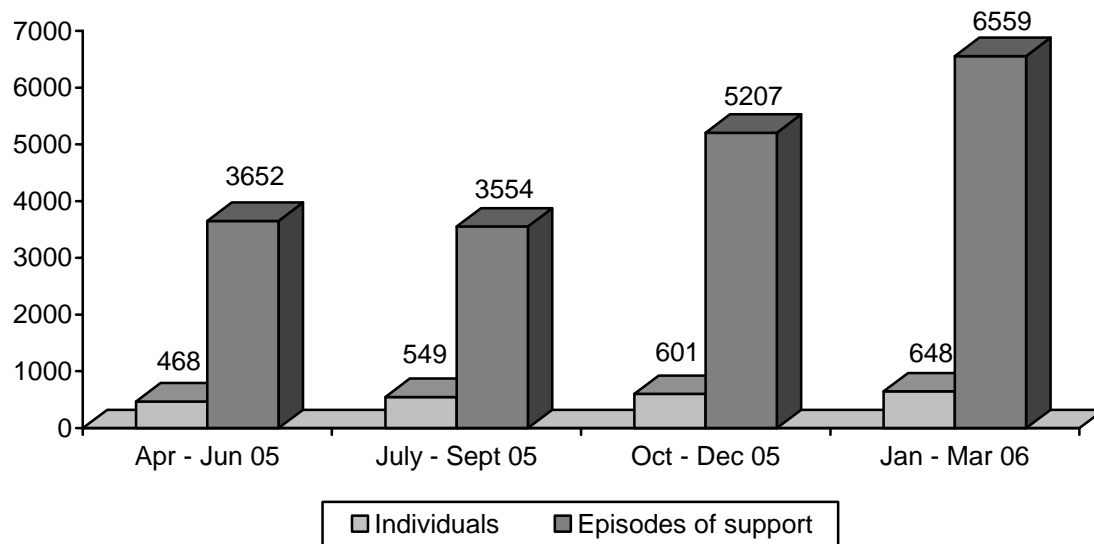
3.1 Introduction

This chapter examines all individuals who have accessed a CCF service over the 12 month period (April 2005 – March 2006) and who gave their consent. It provides an overview of CCF activity and the characteristics of service users.

3.2 Cheshire Children's Fund service activity

Over the 12 month period (April 2005 to March 2006), 1,125 individuals accessed CCF services and received a total of 18,972 episodes of support (contacts). Episodes of support with service providers may take many different forms ranging from one off meetings to regular support over a considerable period of time, which could last weeks, months and potentially years in some cases. Figure 3.2.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 12 month period.

Figure 3.2.1 Service users and episodes of support by quarter April 2005 - March 2006



When examining Figure 3.2.1, there is a rise in both the number of service users and episodes of support. Over the course of the 12 month period, there is a 38% (180 individuals) rise in the number of individuals accessing CCF services combined with an 80% (2,907 contacts) rise in episodes of support. Such a finding indicates service users are being more intensely supported, with an average of 10.1 contacts per

person in the January - March 2006 quarter, compared to 7.8 contacts per person in the April - June 2005 quarter.

Figure 3.2.2 illustrates those individuals accessing CCF services by postcode. Figure 3.2.3 shows Cheshire by super output areas (SOA), shaded to indicate their ranking within Cheshire on a number of indicators of deprivation. The index of deprivation includes seven criteria: these are income, employment, health deprivation and disability, education, skills and training, barriers to housing and services, crime and disorder, and the living environment (Cheshire County Council, 2006c).

Figure 3.2.2 Service users by postcode

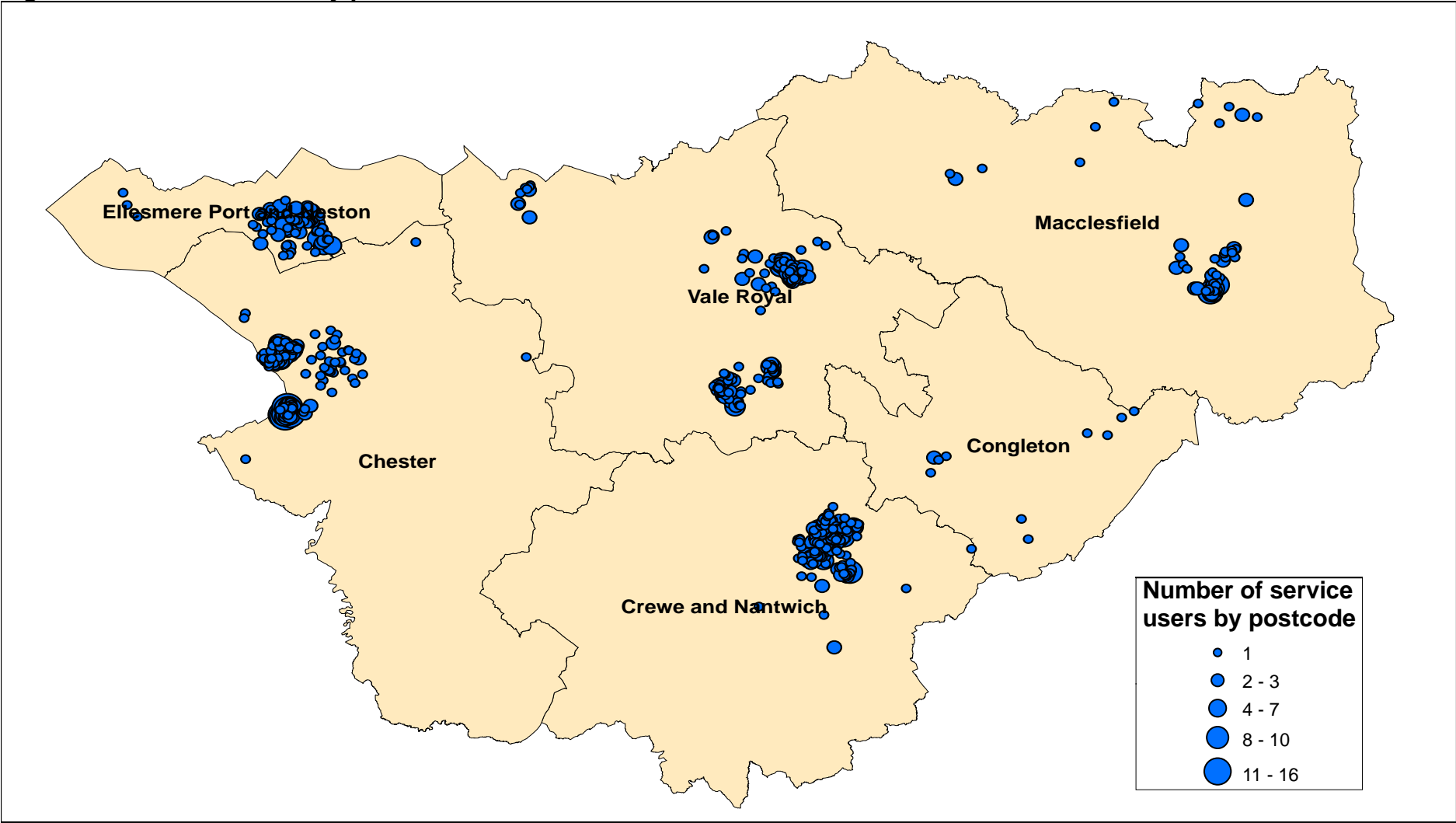
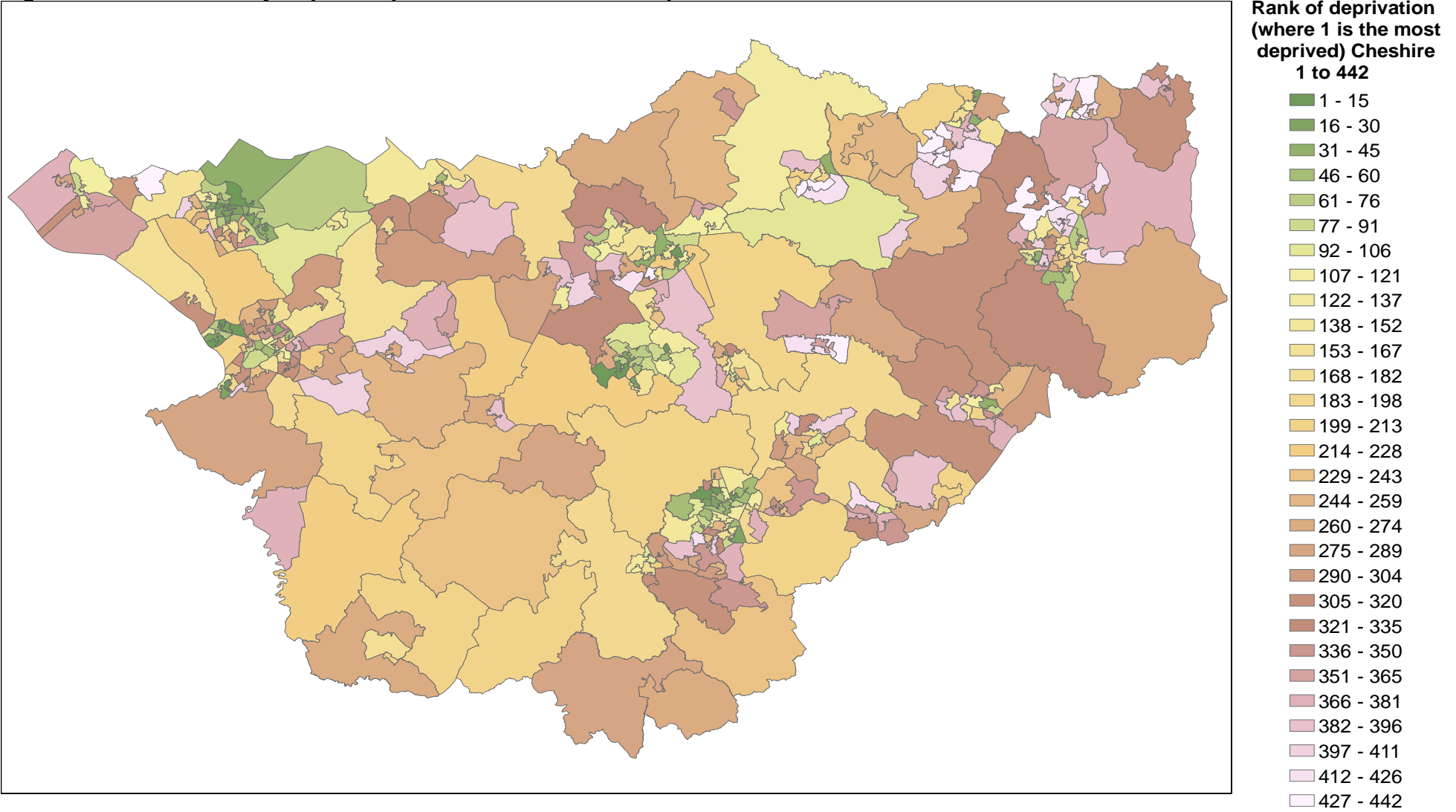


Figure 3.2.3 Cheshire by super output areas and rank of deprivation



As Figure 3.2.2 illustrates CCF provides support to individuals in each of the six districts in Cheshire. Those people accessing services appear to come from clusters centred in and around some of the larger cities/towns in Cheshire, reflecting where CCF provisions are located.

Table 3.2.1 illustrates the primary reason for referral for all CCF service users recorded during the 12 month period.

Table 3.2.1 Primary reason for referral

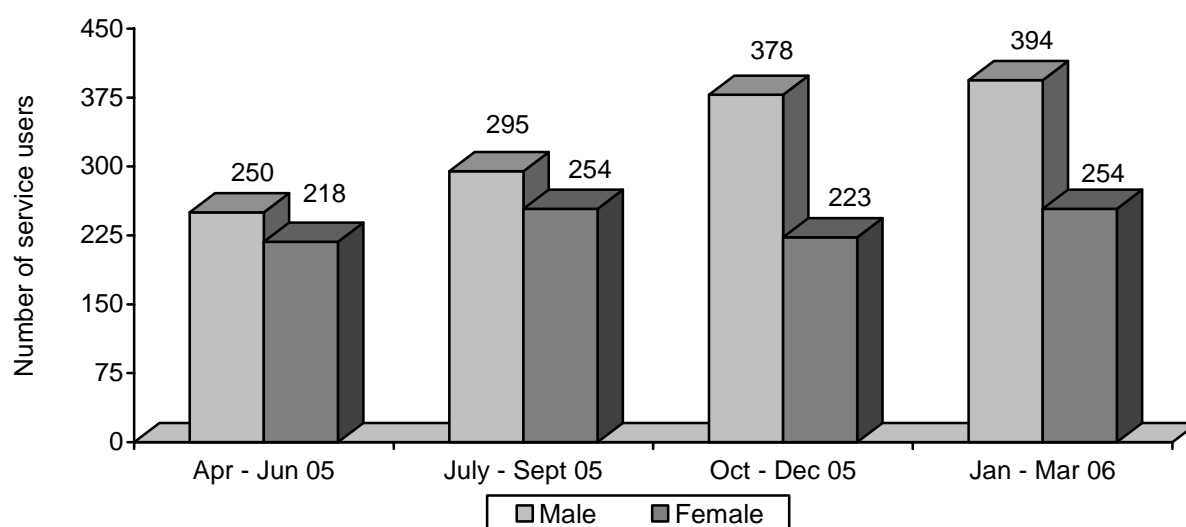
Primary reason for referral	Female	Male	Total	%
Challenging behaviour (at school or in the home)	44	154	198	18
Other	91	103	194	17
Caring responsibility (any)	50	50	100	9
Confidence/self-esteem (parent or child)	55	41	96	9
Parenting or family relationships	43	51	94	8
Poor attendance at school	36	47	83	7
Poor social skills	30	49	79	7
Chaotic home life	35	40	75	7
Unknown	33	35	68	6
Social exclusion/isolation	39	29	68	6
Poor achievement at school	12	38	50	4
Physical or mental health	8	8	16	1
Physical and/or emotional abuse	3	0	3	<1
Neglect	0	1	1	<1
Total	479	646	1,125	100

As Table 3.2.1 illustrates, challenging behaviour is the most frequently recorded primary reason for referral. Of those 198 referrals, 78% (154) were made with males (a ratio of more than 3:1, male to female). Poor achievement at school was a further category where the majority (76%, 38 out of 50) of referrals were made with males. In contrast, the majority (57%) of referrals for both confidence/self-esteem and social exclusion were made with females. 'Other' was reported as the primary reason for referral in 17% (198 out of 1,125) of all individuals. This is an issue that will be addressed later within the report.

3.2.1 Service users

Between 1st April 2005 to 31st March 2006, 646 males (57%) and 479 females (43%) have accessed CCF services. Figure 3.2.1.1 illustrates the sex of service users over the course of the analysis period.

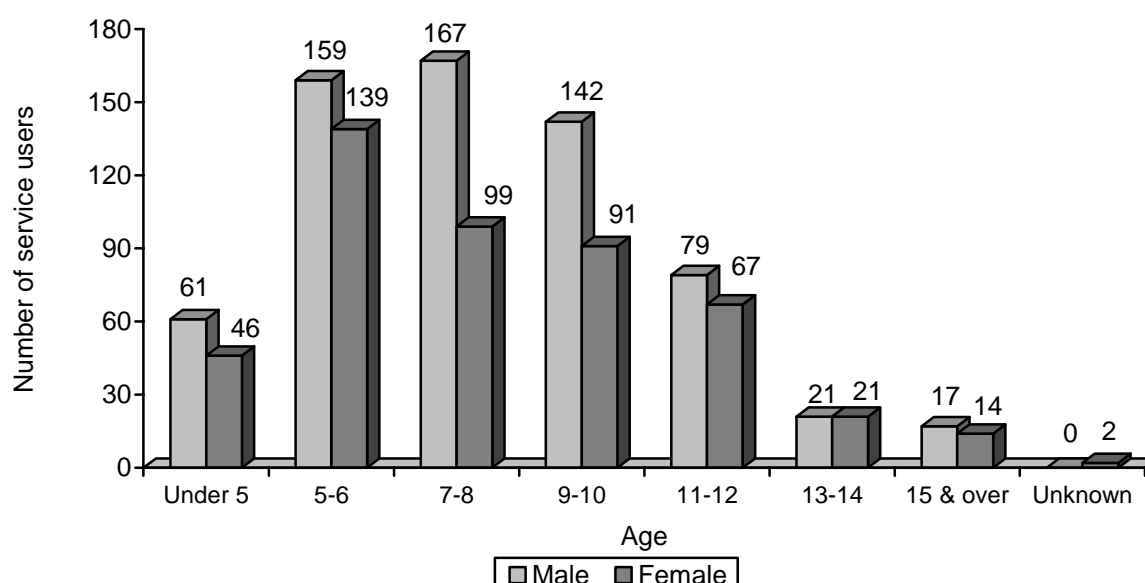
Figure 3.2.1.1 Number of service users by sex



When examining Figure 3.2.1.1, the number of males accessing CCF services has continued to rise resulting in a 58% (144) increase over the 12 months. During the same period the number of females has increased by just 17% (36). Therefore, the ratio of females to males has increased from 1:1.1 in April - June 2005 to over 1:1.5 in January - March 2006.

The age of all CCF services users was analysed and is displayed in Figure 3.2.1.2

Figure 3.2.1.2 Age of service users between April 05 - March 06



When examining Figure 3.2.1.2, three age groups (5-6, 7-8 and 9-10 years old) accounted for 71% of all service users. More males than females were seen in all age groups, with the exception of those aged 13 to 14 where equal number of males

and females were found to be accessing CCF services. The highest number of females was seen in the 5-6 year age group. The largest number of males was found in the 7-8 age group.

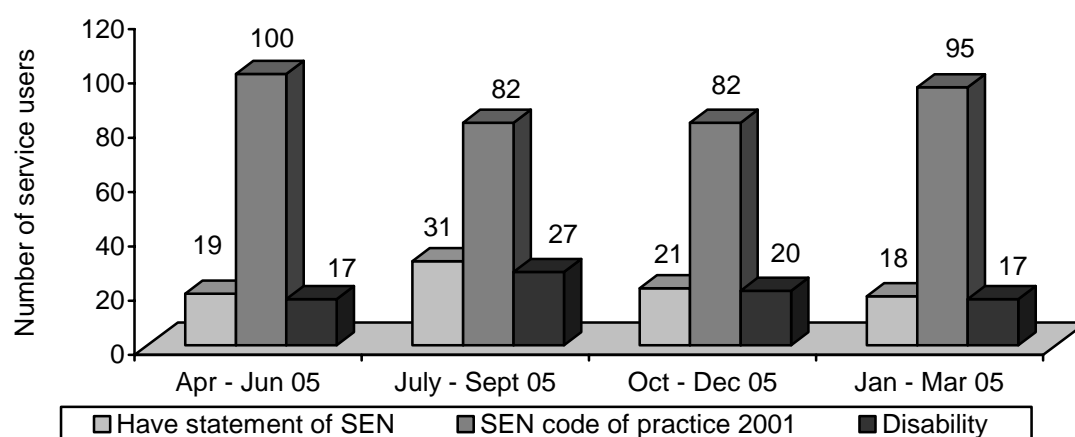
The majority of the population in Cheshire are predominately 'White British' (98.4%), as reported in the Census of 2001 (Cheshire County Council, 2006a). Table 3.2.1.1 illustrates the ethnicity of all CCF service users, which broadly reflects the population of Cheshire.

Table 3.2.1.1 Ethnicity of all Cheshire Children's Fund service users

Ethnicity	Total	%
White British	1,075	96
Other	11	1
Any other white	6	<1
White and Black Caribbean	6	<1
Any other mixed	4	<1
Asian Bangladeshi	4	<1
White and Asian	4	<1
White and Black African	4	<1
White Irish	4	<1
Asian Indian	3	<1
Any Chinese	2	<1
Unknown	2	<1
Total	1,125	100

Of the 1,125 individuals accessing CCF during the analysis period, 36 (3%) were identified as disabled. Of those identified as having Special Educational Needs (SEN), 41 (4%) individuals had a statement of SEN and 162 (14%) received support under the SEN code of practice. Figure 3.2.1.3 shows the number of individuals identified with SEN and/or a disability over the course of the 12 month period.

Figure 3.2.1.3 Cheshire Children's Fund service users identified with Special Educational Needs and/or disability by quarter April 2005 - March 2006



As Figure 3.2.1.3 illustrates both individuals with a disability and SEN were accessing CCF services throughout the course of the 12 month analysis period. Between April and June 2005, 21% (100 out of 468 children for that quarter) of all service users received support under the SEN code of practice implemented in 2001. July to September 2005 witnessed the highest proportion of disabled service users accessing CCF services, with 5% (27 out of 549 children for that quarter) of all services users being recorded as having a disability.

It was possible to cross reference 1,100 of the 1,125 CCF service users with Cheshire LEA's pupil database. Of those 1,100 individuals, 73 were identified as having a form of special need as highlighted in Table 3.2.1.2.

Table 3.2.1.2 Service users identified with Special Educational Needs by the Local Education Authority

Special Educational Need Category	Female	Male	Total	%
Cognition and learning needs	13	21	34	47
Behaviour, emotional and social development	3	27	30	41
Communication and interaction needs	1	4	5	7
Sensory and/or physical needs	1	2	3	4
Other difficulty/disability	1	0	1	1
Total	19	54	73	100

There is a difference in the number of individuals (73) identified by the LEA as having SEN when compared with those identified by all CCF service providers (119). Whilst 25 individuals were unable to be cross referenced, this would still leave a short fall.

Within Cheshire 9,328 of the 94,300 school children are entitled to free school meals (Cheshire County Council, 2006b) giving a County average of approximately 10%. When examining the numbers of CCF service users who received free school meals, 47% (514) were entitled to free schools meals as illustrated in Table 3.2.1.3. This suggests that CCF services are being accessed by some of the most disadvantaged children in the County.

Table 3.2.1.3 Children's Fund service users eligible for free school meals

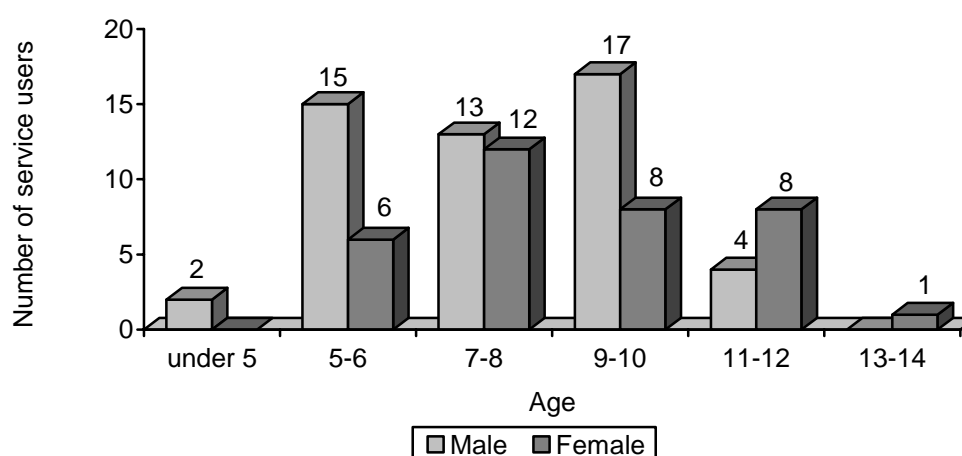
Free school meals	Male	Female	Total	%
Yes	299	215	514	47
No	330	256	586	53
Total	629	471	1,100	100

Of those services users entitled to free school meals, 58% (299) were male and 42% (215) female.

3.2.2 Multiple service usage

Of the 1,125 individuals who had accessed CCF services, 86 (8%) were identified as receiving support from additional CCF service providers. Of these, two individuals were identified as accessing three CCF services. When examining the sex of the 86 individuals accessing additional CCF services, 51 (59%) were male compared to 35 (41%) who were female. Figure 3.2.2.1 illustrates the ages of those receiving support from an additional service.

Figure 3.2.2.1 Age of service users accessing an additional service



Of the 86 individuals accessing an additional service, 83% (71) were aged between six and ten years old.

Chapter 4

Individual service providers

4.1 Cornerstones family support services

Cornerstones family support services are situated in Northwich and are designed to develop a variety of networks to strengthen families. The service encourages parents to take an active role in their children's learning. Both the family link and community development posts are responsible for building a network within the local community to expand the current range of services delivered through Cornerstones. Through developing links with health visitors and benefits agencies it is envisaged that access will increase, which will in turn lead to a higher uptake of services by families.

Further initiatives developed by Cornerstones have included projects aimed at actively encouraging fathers to become more involved in the family and community, for example through the Theatre Project. Partnership working with Social Services has enabled the development programmes of activities to increase parents' self-esteem and confidence. The women's development worker role has led to the development of a programme of lifelong learning activities to promote family learning and basic skills.

Cornerstones also works to support families in their own home. It also provides a drop-in service for advice and support for any number of issues, for example, accompanying a family to appointments where they feel they need support, ensuring children attend school and running coffee mornings.

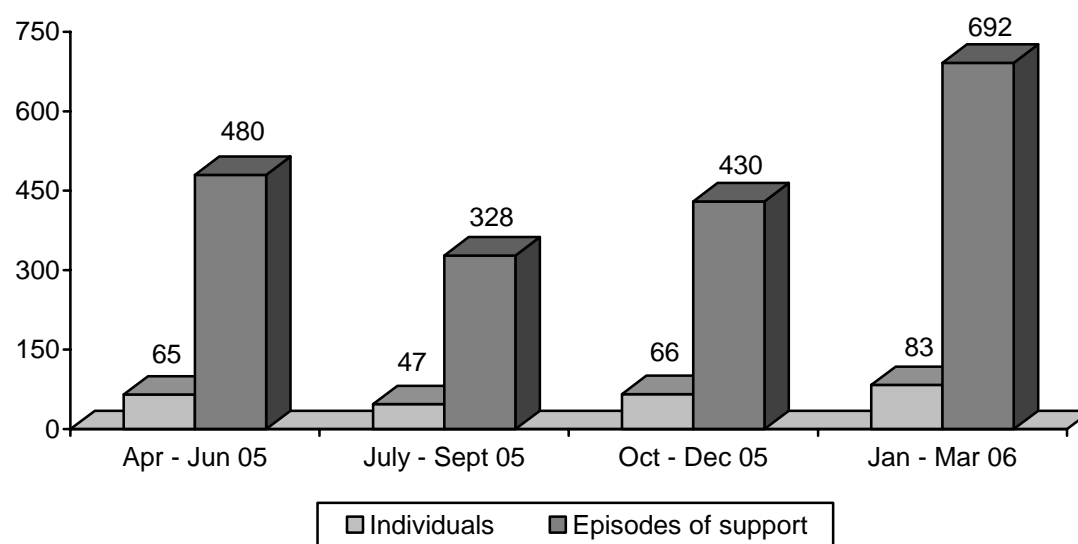
Cornerstones works closely with two target primary schools in the local community to promote good relations and the use of the schools as community resources. Such work aims to promote attendance and reduce truancy whilst developing a programme of activities for children out of school hours, including summer play schemes.

4.1.1 Service activity

Over the 12 month period (April 2005 to March 2006), 130 individuals accessed the Cornerstones family support service receiving a total of 1,930 episodes of support (contacts). Three individuals were identified as having been referred to Cornerstones family support services on more than one occasion during the 12 month period.

Figure 4.1.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 12 month period.

**Figure 4.1.1.1 Cornerstones service users and episodes of support by quarter
April 2005 - March 2006**



Over the 12 month period the number of service users and episodes of support increased. The exception to this occurred between July and September 2005, which corresponds with the school holiday period. Over the course of the 12 month period, between April to June 2005 and January to March 2006, there was a 28% (18) rise in the number of individuals accessing the service, whilst episodes of support increased by 44% (212 episodes). Such a finding would indicate individuals are being more intensely supported in the final quarter of the year compared to the first quarter.

Figure 4.1.1.2 illustrates, through the use of GIS, those individuals accessing Cornerstones family support services by postcode. Figure 4.1.1.3 illustrates the number of episodes of support provided to Cornerstones family support service users by postcode. In both maps flags are used to symbolise the schools Cornerstones work in partnership with, whilst the white flag indicates the location of the service.

Figure 4.1.1.2 Cornerstones service users by postcode

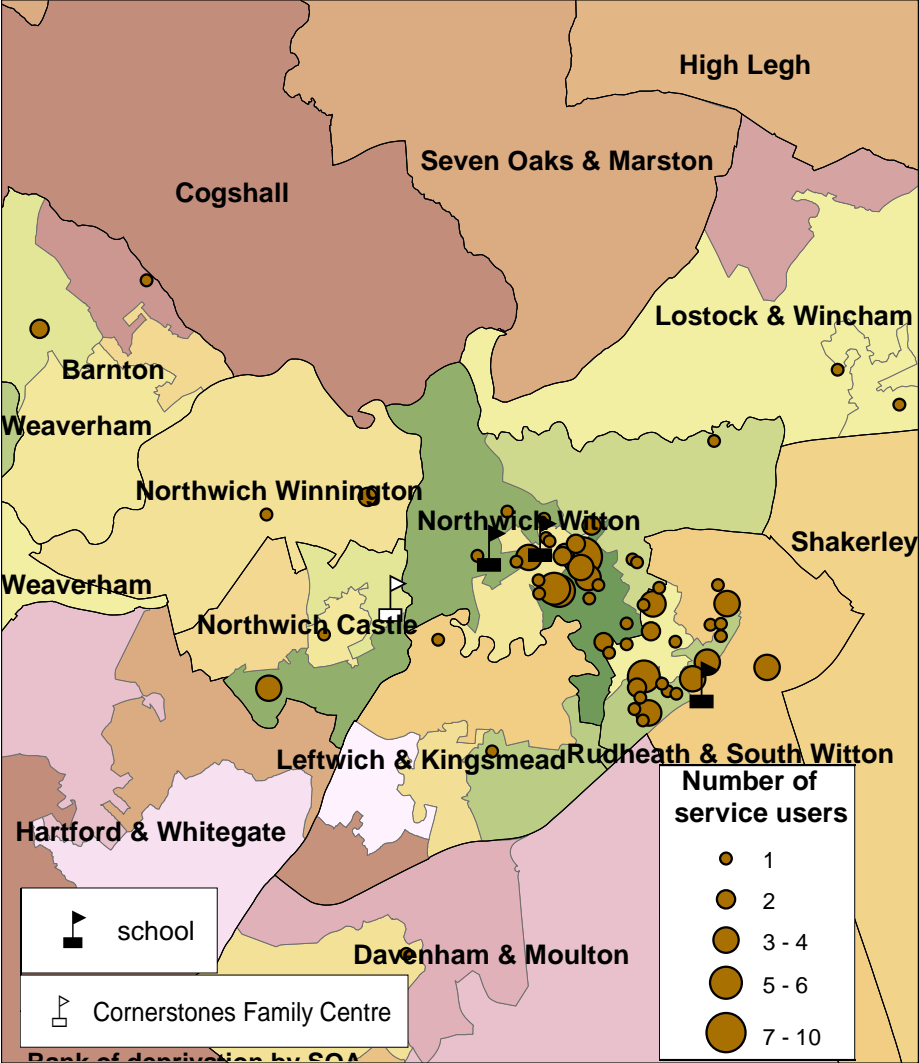
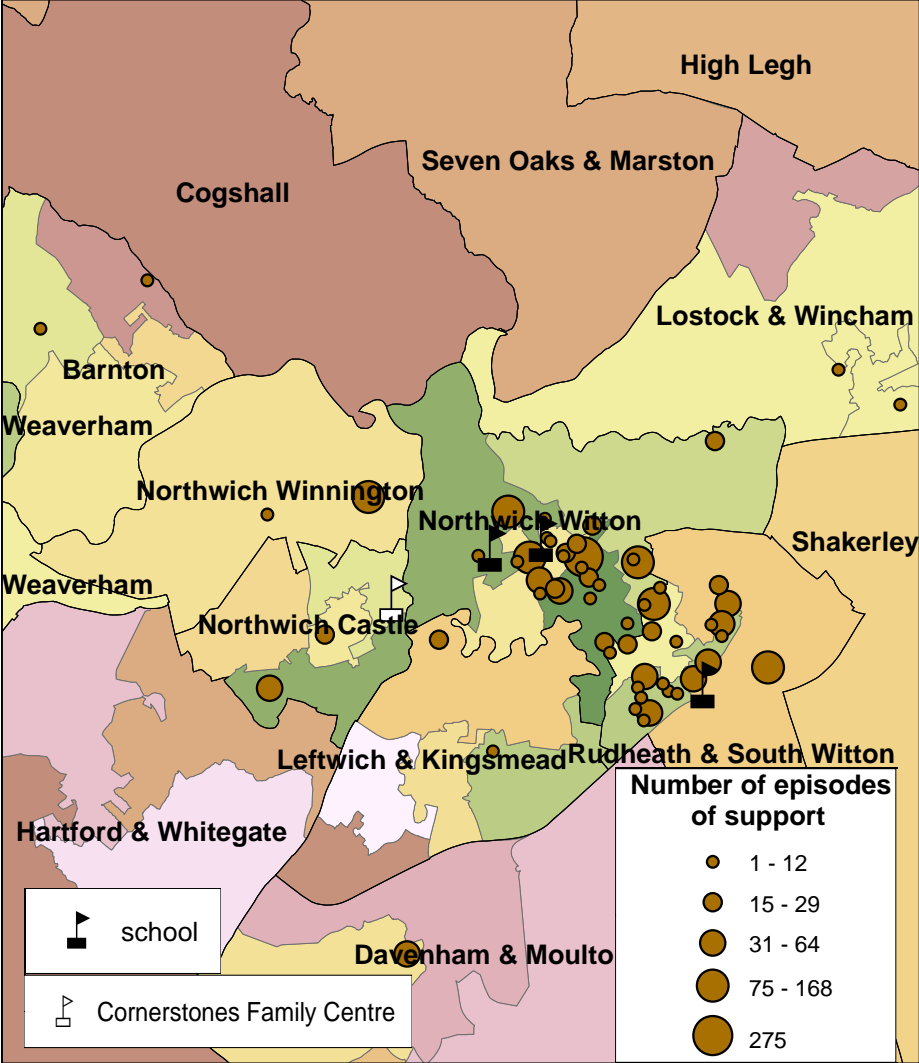


Figure 4.1.1.3 Cornerstones episodes of support by postcode



Figures 4.1.1.2 and 4.1.1.3 illustrate that the majority of individuals accessing and receiving support from Cornerstones family support services come from the more deprived areas of Northwich as illustrated through the use of SOA.

Table 4.1.1.1 illustrates the primary reason for referral for each of the 130 individuals recorded by Cornerstones family support during the 12 month period.

Table 4.1.1.1 Primary reason for referrals to Cornerstones

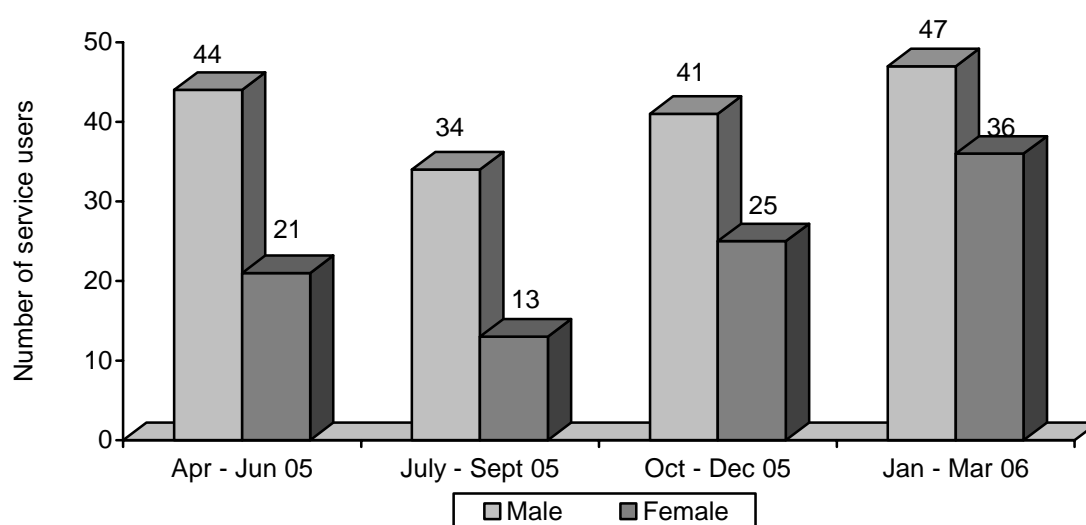
Primary reason for referral	Female	Male	Total	%
Chaotic home life	26	25	51	39
Challenging behaviour (at school or in the home)	10	23	33	25
Parenting or family relationships	6	10	16	12
Poor attendance at school	3	5	8	6
Physical or mental health	3	3	6	5
Poor social skills	1	5	6	5
Social exclusion/isolation	2	4	6	5
Unknown	0	1	1	<1
Caring responsibility (any)	0	1	1	<1
Confidence/self-esteem (parent or child)	0	1	1	<1
Neglect	0	1	1	<1
Grand Total	51	79	130	100

As Table 4.1.1.1 illustrates, the most frequently reported primary reason for referral was chaotic life. This reflects the main objective of Cornerstones work. Three referral categories accounted for 76% of all referrals to Cornerstones family support services (chaotic home life, challenging behaviour and parenting or family relationships). Furthermore, of those referred for challenging behaviour 70% (23 out of 33 referrals) were males.

4.1.2 Service users

Between April 2005 to March 2006, 79 males (61%) and 51 females (39%) accessed Cornerstones family support services. Figure 4.1.2.1 illustrates the sex of service users over the course of the 12 month period.

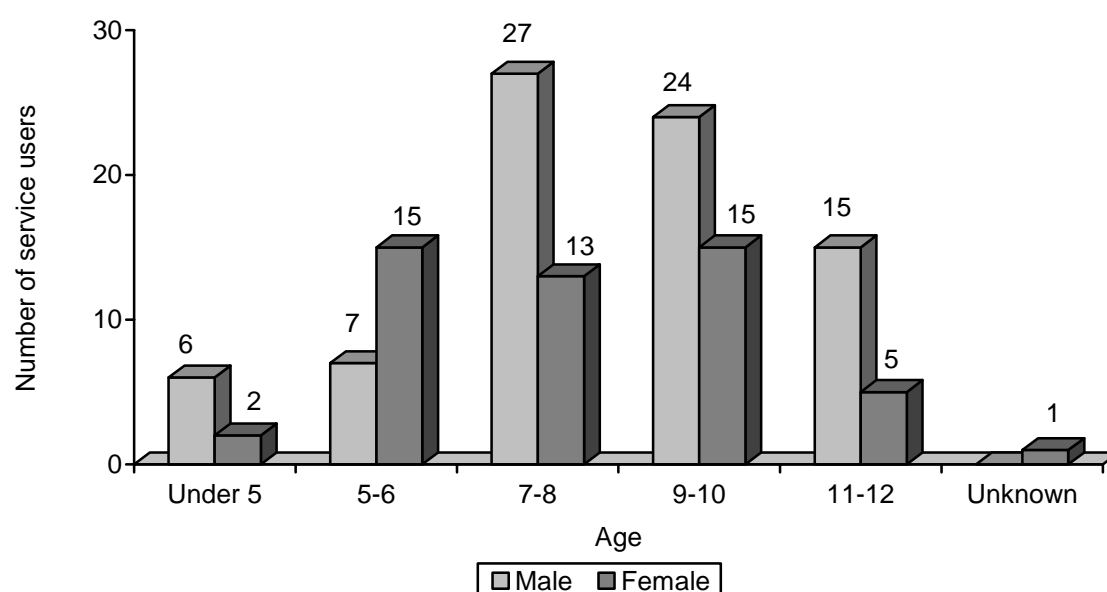
Figure 4.1.2.1 Number of Cornerstones service users by sex



When examining the sex of service users, the number of males accessing the service has remained relatively consistent, with the exception of the holiday period (July – September 2005). However, the number of females has increased over the 12 month period. The ratio of males to females has decreased to 1.3:1 in January to March 2006 having been over 2:1 in April to June 2005.

The age of service users was also analysed and is displayed in Figure 4.1.2.2

Figure 4.1.2.2 Age of Cornerstones service users between April 2005 - March 2006



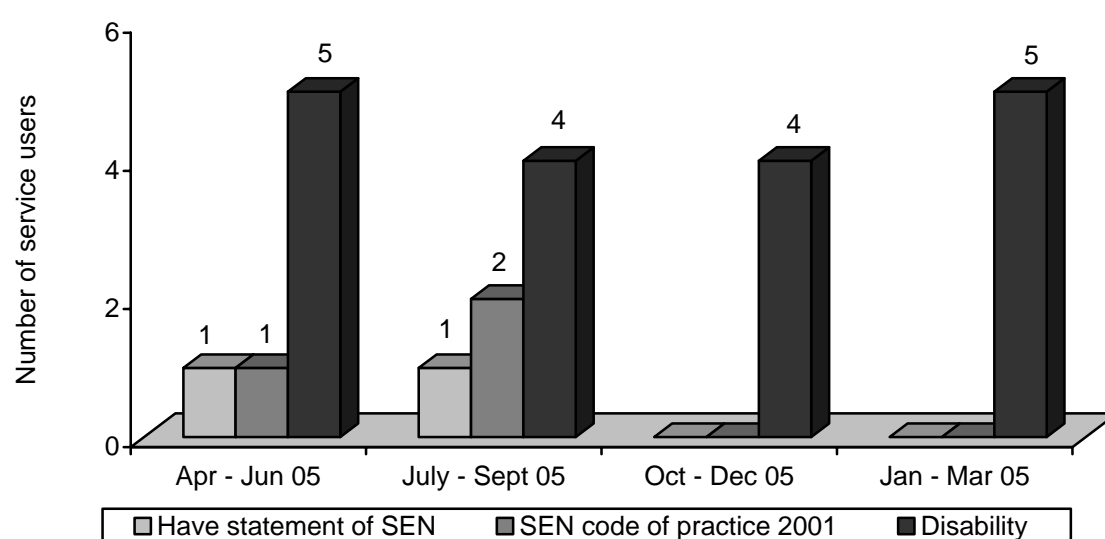
The majority of individuals accessing Cornerstones services were aged between seven and ten years old (61%, 79). More males than females were seen in all

groups, with the exception of the 5-6 age category, where over twice as many girls as boys were seen.

The majority of individuals accessing Cornerstones family support services were identified as White British (97%, 126 individuals). Four service users identified themselves as being of a different ethnic background; these included Asian Indian (1), White Irish (1), White and Black Caribbean (1) and Other White (1).

Of the 130 individuals accessing Cornerstones family support services during the 12 month period, seven were identified as disabled (5%). One child had a statement of SEN, whilst two received support under the SEN code of practice. Figure 4.1.2.3 shows the number of individuals identified with SEN and/or a disability over the course of the 12 month period.

Figure 4.1.2.3 Cornerstones service users identified with Special Educational Needs and/or Disability by quarter April 2005 - March 2006



It was possible to cross reference 128 of the 130 Cornerstones family support service users with Cheshire LEA's pupil database. Of those 128 individuals, eight were identified as having a form of special need. These needs included behaviour, emotional and social difficulty (4), physical disability (2) and speech, language and communication needs (2).

When examining the number of individuals who received free school meals, 51% (65 out of 128) of Cornerstones family support service users were entitled to free schools meals as illustrated in Table 4.1.2.1.

Table 4.1.2.1 Cornerstones service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	40	25	65	51
No	39	24	63	49
Total	79	49	128	100

Of those service users entitled to free school meals, 61% (40) were male and 39% (25) female. Such findings compare with the percentage of all males and females (58% and 42% respectively) accessing CCF services who are eligible for free school meals.

4.1.3 Multiple service usage

Of the 130 individuals who had received support from Cornerstones family support service, 13 (10%) were identified as receiving support from one additional CCF service provider. When examining the sex of 13 individuals accessing additional CCF services, 85% (11) were males compared to 15% (2) who were female. Table 4.1.3.1 illustrates the primary reason for intervention of the 13 individuals who were receiving support from an additional CCF service.

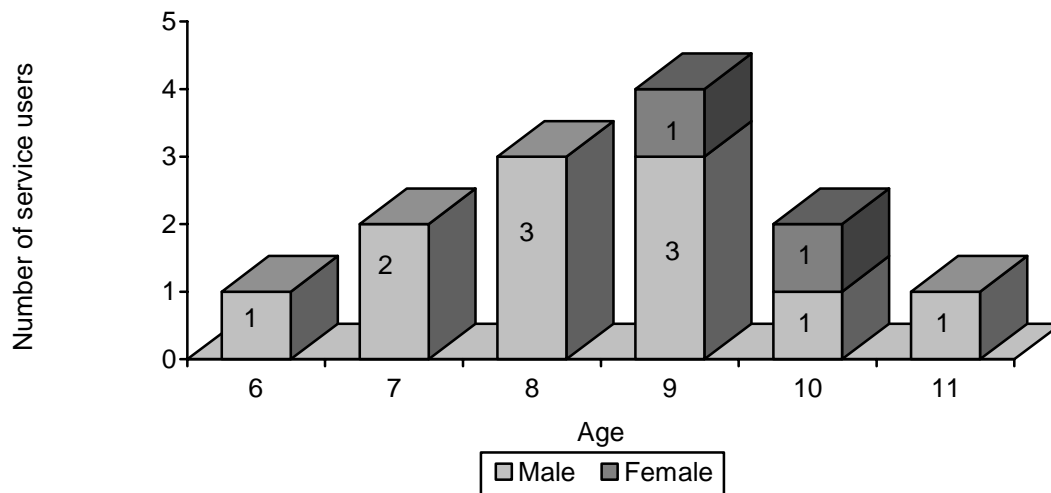
Table 4.1.3.1 Primary reason for referral of Cornerstones service users accessing multiple services

Primary reason for referral	Female	Male	Total	%
Chaotic home life	2	6	8	62
Challenging behaviour (at school or in the home)	0	2	2	15
Neglect	0	1	1	8
Poor social skills	0	1	1	8
Unknown	0	1	1	8
Total	2	11	13	100

As Table 4.1.3.1 shows, of those Cornerstones service users who access an additional CCF service, the majority were referred for chaotic home lifestyle. Of these, 75% (6) were male.

Just under 14% (11 out of 79) of all males accessing Cornerstone services also received support from an additional service. This compares with just 4% (2 out of 51) of all females over the 12 month period. Figure 4.1.3.1 illustrates the ages of those receiving support from additional services.

Figure 4.1.3.1 Age of Cornerstones service users accessing an additional service



Of the 13 individuals accessing an additional service, 54% (7) were aged between eight and nine years old.

When examining the postcode of the 13 individuals who had accessed an additional service, 7 different postcodes were identified. One individual was not identifiable by postcode.

4.2 Blacon learning mentors

Blacon learning mentors project is based at Blacon High School and is designed to support individuals at risk of exclusion and remove barriers to learning that prevent individuals from achieving their full potential. Such barriers include attendance, punctuality and lack of engagement in learning, which is often exhibited as poor behaviour in school. The aim is to raise standards across the school and support the school development plan targets.

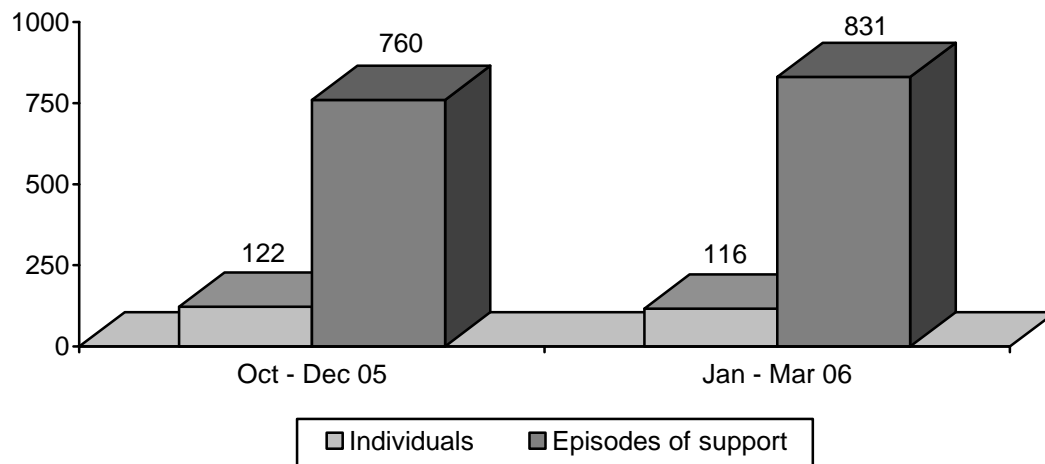
Learning mentors work to ensure that every child in the school, if needed, has access to a learning mentor who is focussed on removing barriers to learning both inside and outside the school. Action plans are drawn up and implemented for each child in need of support, involving them and significant others in agreeing individual targets.

Learning mentors aim to provide a system of intervention, working with pupils, their parents/carers, additional agencies and all school staff to provide a bridge between home and school. In doing so, the aim is to develop a clear pathway for individuals to achieve the targets set out in their action plan and fulfil their potential.

4.2.1 Service activity

Due to issues surrounding the gaining of parental consent, complete data returns were not made by Blacon learning mentors for the first six months of the year. Over the six month period (October 2005 to March 2006), 128 individuals accessed the Blacon learning mentors service receiving a total of 1,591 episodes of support. Figure 4.2.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 6 month period.

**Figure 4.2.1.1 Blacon learning mentors service users and contacts between
October 2005 - March 2006**



As Figure 4.2.1.1 illustrates, there is a 9% (71) increase in the number of episodes of support and a 5% decrease in the number of service users. Such a finding would indicate individuals being more intensively supported in the January - March 2006 quarter.

Figure 4.2.1.2 illustrates, through the use of GIS, those accessing Blacon learning mentors service by postcode. Figure 4.2.1.3 illustrates the number of episodes of support provided by Blacon learning mentors service users by postcode.

Figure 4.2.1.2 Blacon learning mentors service users by postcode

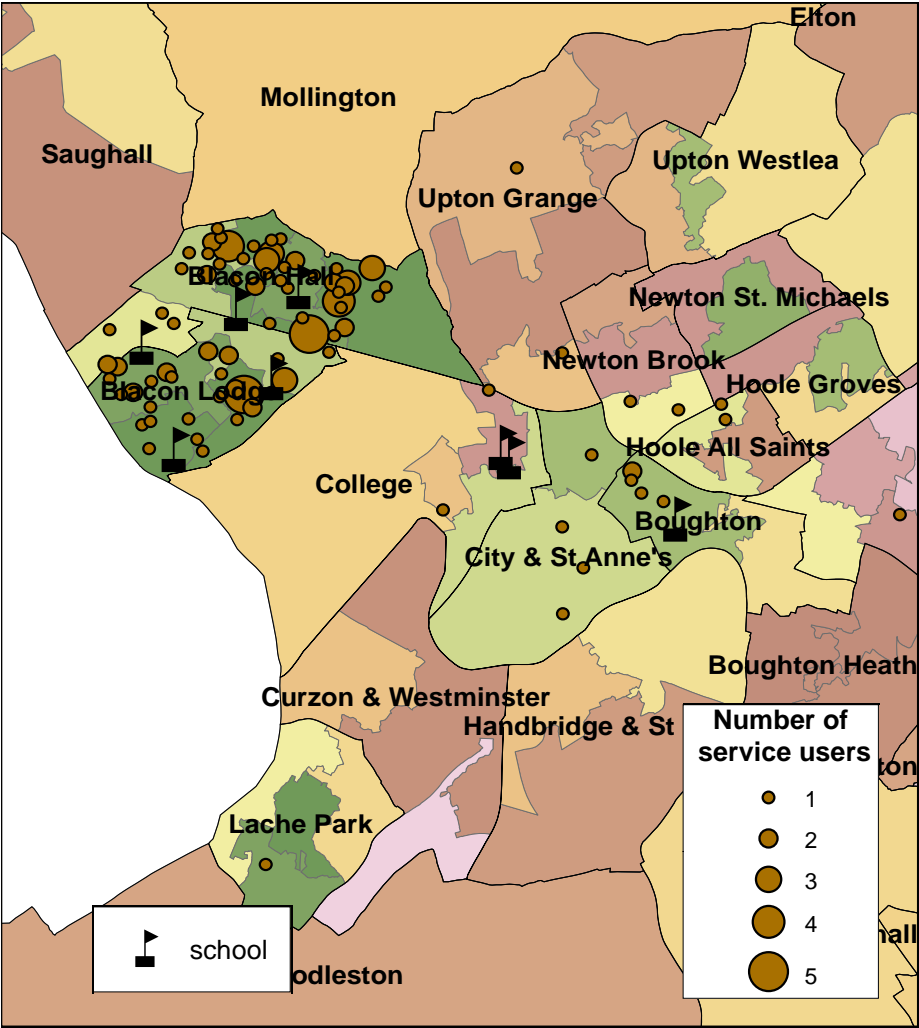
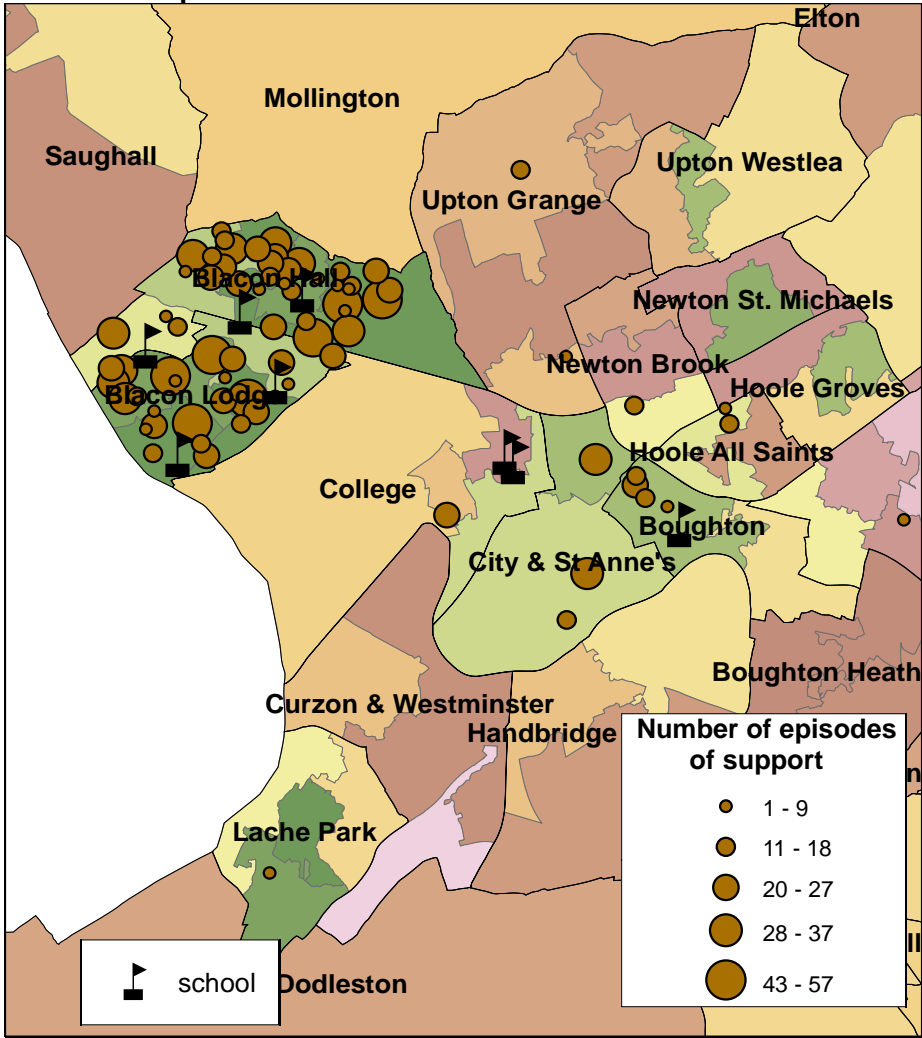


Figure 4.2.1.3 Blacon learning mentors episodes of support by postcode



Figures 4.2.1.2 and 4.2.1.3, illustrate that the majority of individuals accessing and receiving support from Blacon learning mentors service come from the Blacon area. All schools receiving support from the Blacon learning mentors service are situated in areas of high deprivation as indicated by the rank of deprivation by SOA in Cheshire. For those individuals receiving support outside of the Blacon wards, the majority of individuals came from the more deprived areas of Chester.

Table 4.2.1.1 illustrates the primary reason for referral for each of the 128 individual referrals recorded by Blacon learning mentors service.

Table 4.2.1.1 Primary reason for referral to Blacon learning mentors service

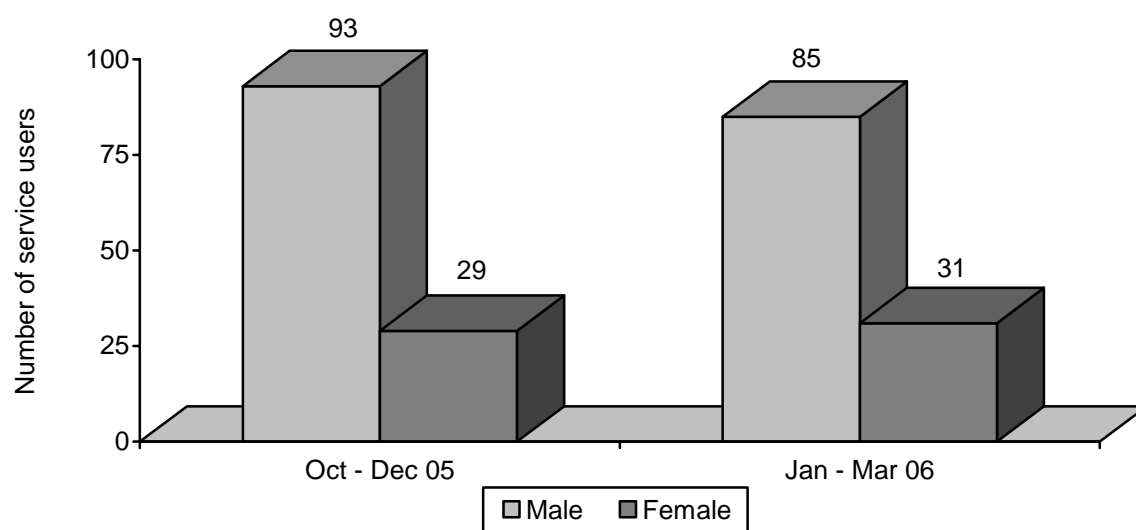
Primary reason for referral	Female	Male	Total	%
Challenging behaviour (at school or in the home)	6	32	38	30
Poor achievement at school	6	24	30	23
Poor social skills	5	13	18	14
Other	6	9	15	12
Confidence/self-esteem (parent or child)	6	8	14	11
Parenting or family relationships	1	7	8	6
Poor attendance at school	3	2	5	4
Total	33	95	128	100

When examining Table 4.2.1.1, the most frequently reported primary reason for referral was challenging behaviour, of which 84% (32) were males. Three referral categories accounted for 67% of all referrals to Blacon learning mentors service (challenging behaviour, poor achievement at school and poor social skills).

4.2.2 Service users

Between October 2005 to March 2006, 95 males (74%) and 33 females (26%) have accessed Blacon learning mentors service. Figure 4.2.2.1 illustrates the sex of Blacon learning mentor service users over the course of the 6 month period.

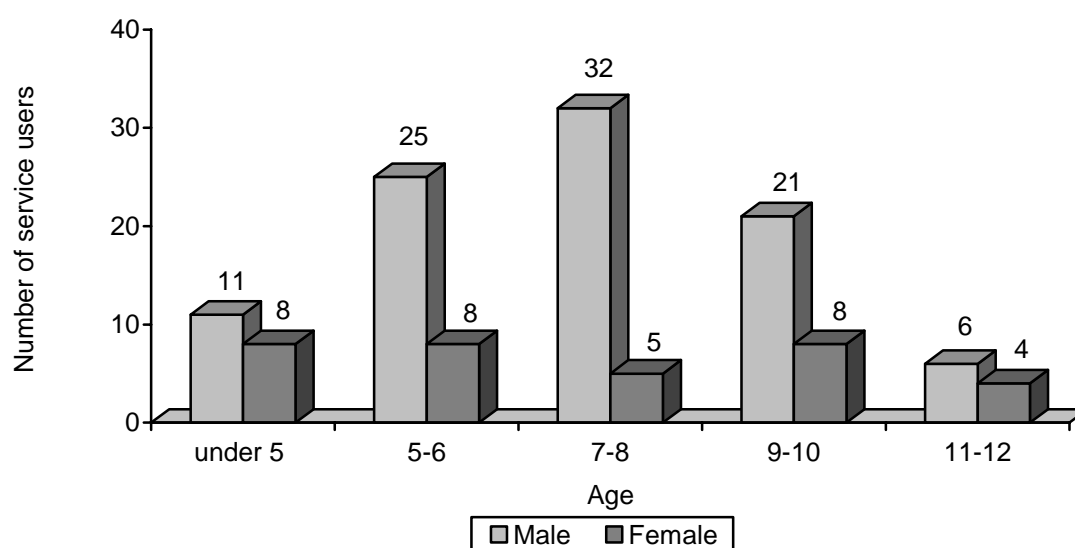
Figure 4.2.2.1 Number of Blacon learning mentors service users by sex



When examining the sex of Blacon learning mentors service users, the number of both males and females has seen some change. In order to establish patterns in the sex of service users, a longer period of data returns are required to allow full and meaningful analysis. However, the ratio of males to females would appear to be approximately 3:1.

The age of service users has been broken down and displayed in Figure 4.2.2.2

Figure 4.2.2.2 Age of Blacon learning mentors service users between October 2005 - March 2006



The majority of individuals accessing Blacon learning mentors service were aged between five and ten years old (77%, 99). All categories reported more male than female service users, with 34% (32 out of 95) of all males aged between seven and eight years old.

The majority of individuals accessing Blacon learning mentors service were White British (95%). Six service users identified themselves as being of a different ethnic background: these included Asian Indian (2), White and Black African (1) and Other (3).

Of the 128 individuals accessing Blacon learning mentors service during the six month period, no individuals were identified as disabled or as having a statement of SEN. Seven individuals were identified as receiving support in each quarter under the SEN code of practice.

It was possible to cross reference 124 of the 128 Blacon learning mentors service users with Cheshire LEA's pupil database. Of those 124 individuals, none were identified as having a form of special need. When examining the numbers of individuals who received free school meals, 48% of Blacon learning mentors service users were entitled to free schools meals as illustrated in Table 4.2.2.1.

Table 4.2.2.1 Blacon learning mentors service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	42	17	59	48
No	51	14	65	52
Total	93	31	124	100

Of those service users entitled to free school meals, 71% (42) were male and 29% (17) female. Such a finding indicates that Blacon learning mentors service has a high proportion of males eligible for free school meals when compared to the average (58% of males) for CCF.

4.2.3 Multiple Service usage

Of the 128 individuals who had received support from Blacon learning mentors, one child received support from an additional CCF service provider. The individual was female, aged 12 years old and had no SEN or disability needs.

4.3 Excellence in Crewe

The Excellence in Crewe (EIC) partnership aims to provide every individual with the opportunity to realise their full potential and make a positive contribution to the community. Through such work the school support project aims to raise expectations, enrich experiences, provide opportunities and improve performance outcomes.

EIC works with vulnerable pupils, their families and teachers to support greater involvement in school life. Such work includes identifying those with social, emotional and/or behavioural needs. Support is provided through a range of delivery methods including one-to-one, small group work, circle time, play therapy, working with parents, supporting curriculum activities, supporting transition, monitoring and addressing attendance.

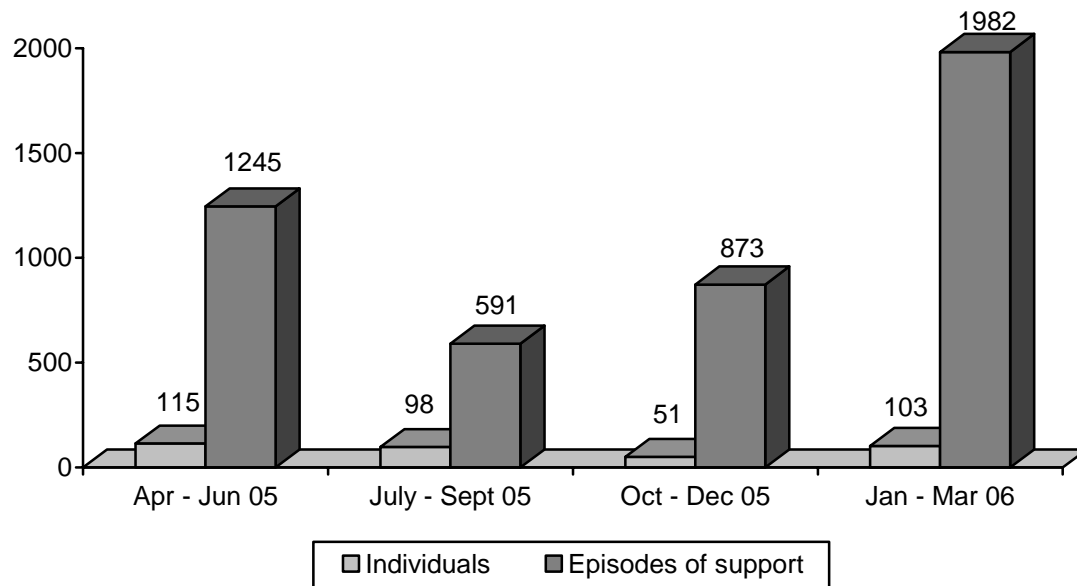
EIC also works with parents in order to establish links with additional agencies, for example, the LEA, behaviour support team, school medical services and Social Services.

Identified outcomes include improvements in pupil attendance, reduction in truancy and the promotion of more effective communication with pupils and their families to support greater involvement in school life.

4.3.1 Service activity

Over the 12 month period, 230 individuals accessed the Crewe school support service receiving a total of 4,691 episodes of support. Five individuals were identified as having been referred to EIC services on more than one occasion. Figure 4.3.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 12 month period.

Figure 4.3.1.1 Excellence in Crewe service users and episodes of support by quarter April 2005 – March 2006



When examining the number of service users and episodes of support as shown in Figure 4.3.1.1, there is some fluctuation in the number of service users and contacts in each quarter throughout the analysis period. However, there is a rise in the average number of contacts between April and June 2005 and January to March 2006 from 10.8 contacts per individual compared to 19.2 contacts per individual. Such a result indicates individuals are being more intensively supported by EIC.

Figure 4.3.1.2 illustrates those accessing EIC services by postcode. Figure 4.3.1.3 illustrates the number of episodes of support provided to EIC service users by postcode.

Figure 4.3.1.2 Excellence in Crewe service users by postcode

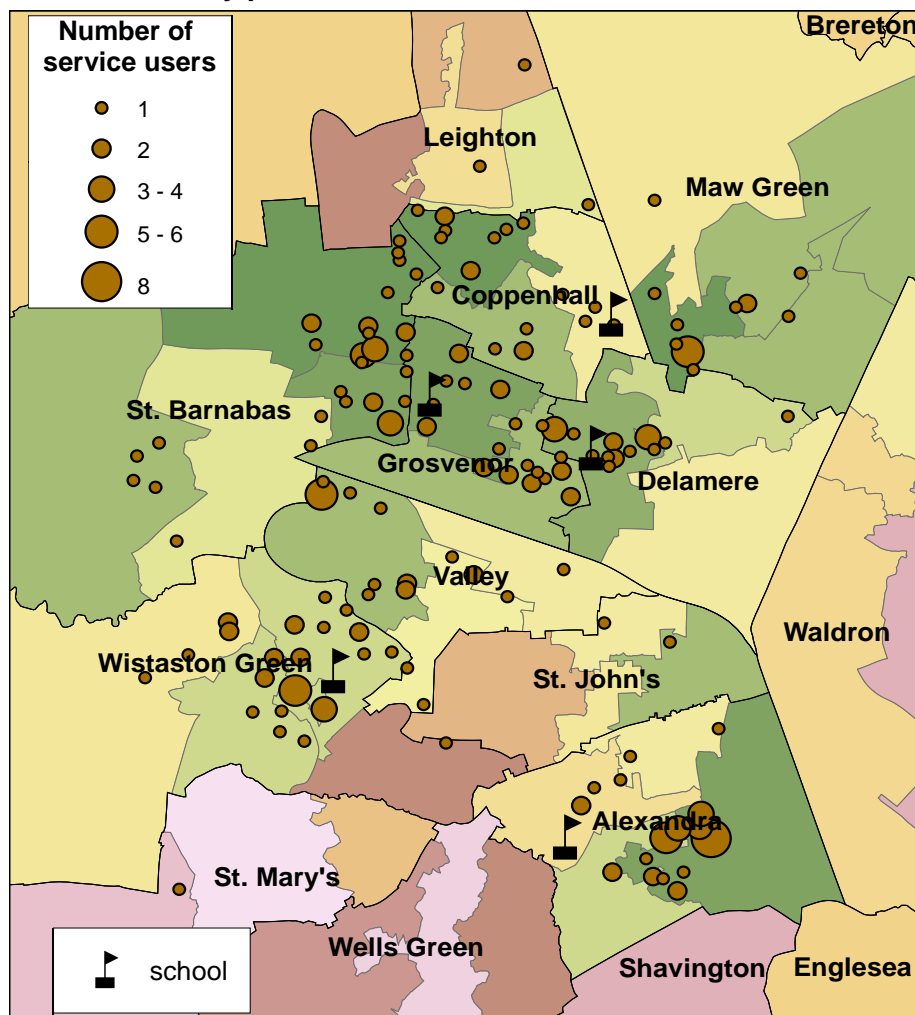
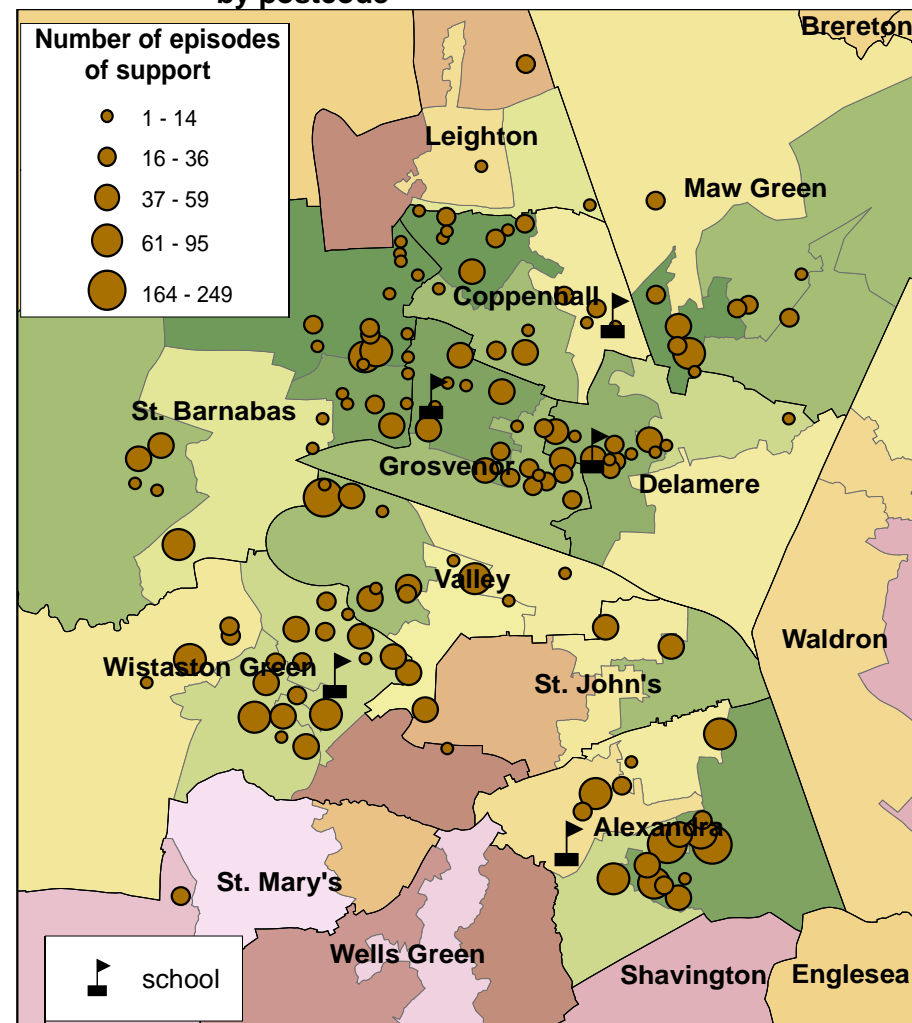


Figure 4.3.1.3 Excellence in Crewe episodes of support by postcode



Figures 4.3.1.2 and 4.3.1.3 illustrate that those schools working in conjunction with EIC are found within the more deprived areas, as identified by the rank of deprivation by SOA in Cheshire. The majority of individuals accessing and receiving support live in close proximity to the schools in the more deprived areas. The Wistaston Green ward has a high number of episodes of support for the number of service users living in the area.

Table 4.3.1.1 illustrates the primary reason for referral for each of the 230 individuals recorded by EIC.

Table 4.3.1.1 Primary reason for referrals to Excellence in Crewe

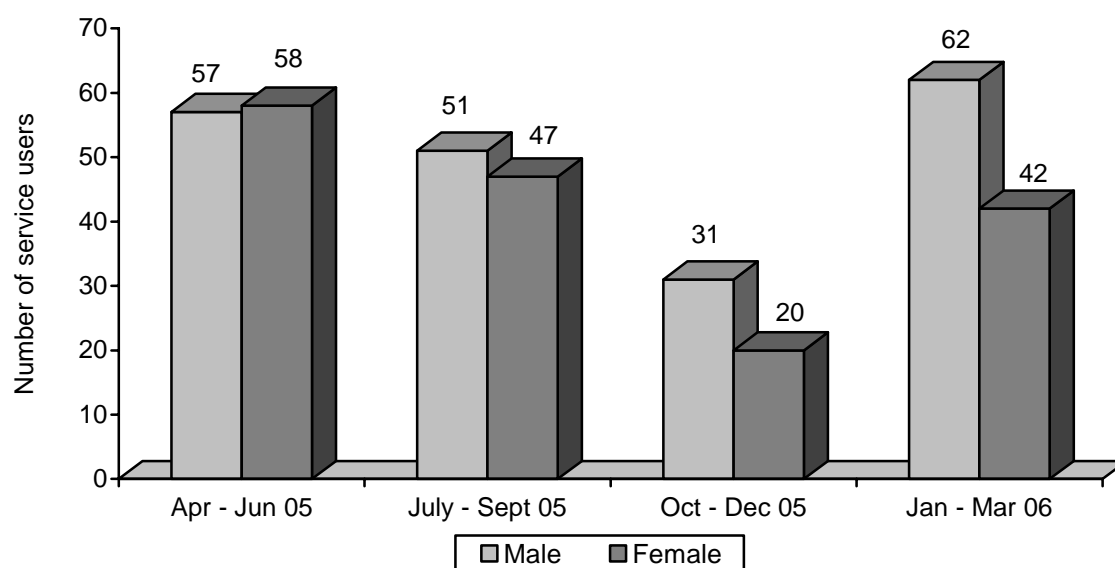
Primary reason for referral	Female	Male	Total	%
Other	31	27	58	25
Poor social skills	24	28	52	23
Confidence/self-esteem (parent or child)	28	22	50	22
Challenging behaviour (at school or in the home)	7	25	32	14
Parenting or family relationships	10	4	14	6
Poor attendance at school	4	6	10	4
Poor achievement at school	2	6	8	3
Chaotic home life	1	4	5	2
Physical and/or emotional abuse	1	0	1	1
Total	108	122	230	100

As Table 4.3.1.1 illustrates, 'other' was the most frequently reported primary reason for referral in 25% of all referrals. Of those identified with specific reasons for intervention, poor social skills, confidence/self-esteem and challenging behaviour together accounted for 59% of all referrals. Of those referred for challenging behaviour, 78% (25 out of 32) were identified as being male. Of those referrals for parenting and family relationships, 71% (10 out of 14) were with females. All additional referrals show approximately equal numbers of males and females.

4.3.2 Service users

Between April 2005 to March 2006, 122 males (53%) and 108 females (47%) accessed EIC services. Figure 4.3.2.1 illustrates the sex of service users over the course of the 12 month period.

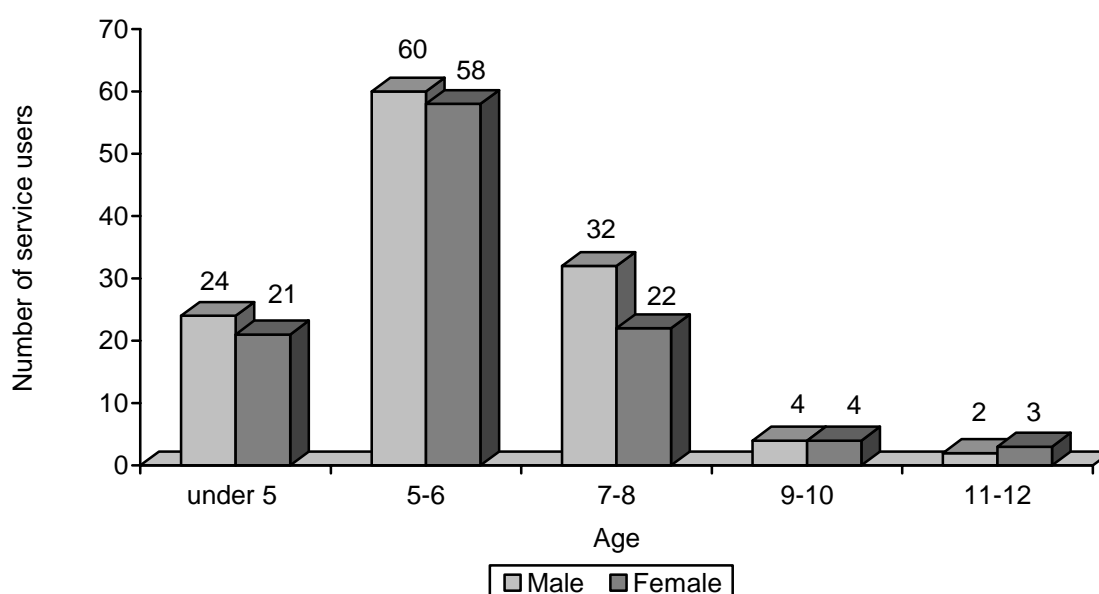
Figure 4.3.2.1 Number of Excellence in Crewe service users by sex



When examining the sex of service users, the number of males has remained consistent with the exception of October – December 2005. However, the number of females has decreased, with a 28% (16) decrease in the number of females referred over the analysis period.

The age of services users has been broken down and displayed in Figure 4.3.2.2

Figure 4.3.2.2 Age of Excellence in Crewe service users between April 2005 - March 2006

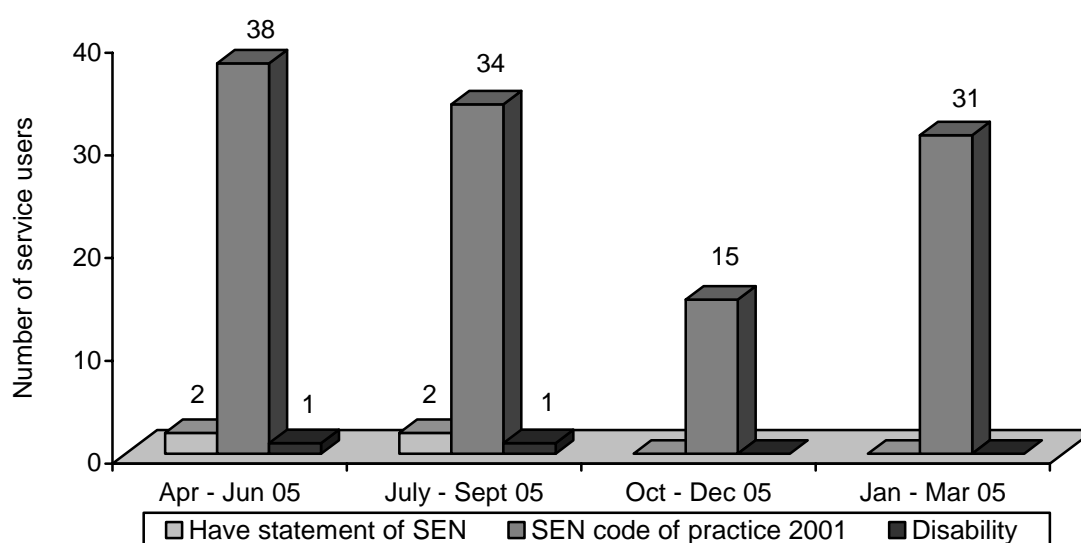


The majority of individuals accessing EIC services were aged between five and six years old (51%, 118 out of 230). The only age category in which more females than males were supported was the 11 - 12 year category.

The majority of individuals accessing EIC services were identified as White British (93%, 215 individuals). Fourteen service users identified themselves as being of a different ethnic background. These included White and Black Caribbean (4) Other White (4), Other (4), White Asian (1) and White and Black African (1). The ethnicity of one child was not disclosed.

Of the 230 individuals accessing EIC services; one child was identified as disabled, two individuals had a statement of SEN, whilst 62 (27%) received support under the SEN code of practice. Figure 4.3.2.3 shows the number of individuals identified with SEN and/or a disability over the course of the 12 month period.

Figure 4.3.2.3 Excellence in Crewe service users identified with Special Educational Needs and/or disability by quarter March 2005 - April 2006



As Figure 4.3.2.3 illustrates April to June was the quarter with the highest number of individuals with SEN needs. However, July to September was found to have the highest proportion of service users with SEN (37%, 36 out of 98).

It was possible to cross reference 228 of the 230 EIC service users with Cheshire LEA's pupil database. Of those 228 individuals, four were identified as having a form of special need. These needs included behaviour, cognition and learning needs (2),

behaviour, emotional and social development (1) and sensory and/or physical needs (1).

When examining the numbers of individuals who received free school meals, 39% (88) of EIC service users were entitled to free schools meals as illustrated in Table 4.3.2.1

Table 4.3.2.1 Excellence in Crewe service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	53	35	88	39
No	66	74	140	61
Total	119	109	228	100

Of those service users entitled to free school meals, 60% (40) were male and 40% (35) female.

4.3.3 Multiple Service usage

Of the 230 individuals who had received support, six were identified as receiving support from one additional CCF service provider. The primary reason for intervention for each of the 6 additional service users varied. When examining the sex of those accessing additional CCF services, 67% (4) were males compared to 33% (2) who were female.

When comparing the number of service users with those accessing an additional CCF service, 3% (4 out of 122) of all males received support from an additional service. This is compared to just 2% (2 out of 108) of all females accessing additional services over the 12 month period. All six service users receiving additional CCF services were aged between five and eight years old.

4.4 Lache family support services

Lache family support service offers a referral service for families with children who live on the Lache estate or in the local vicinity.

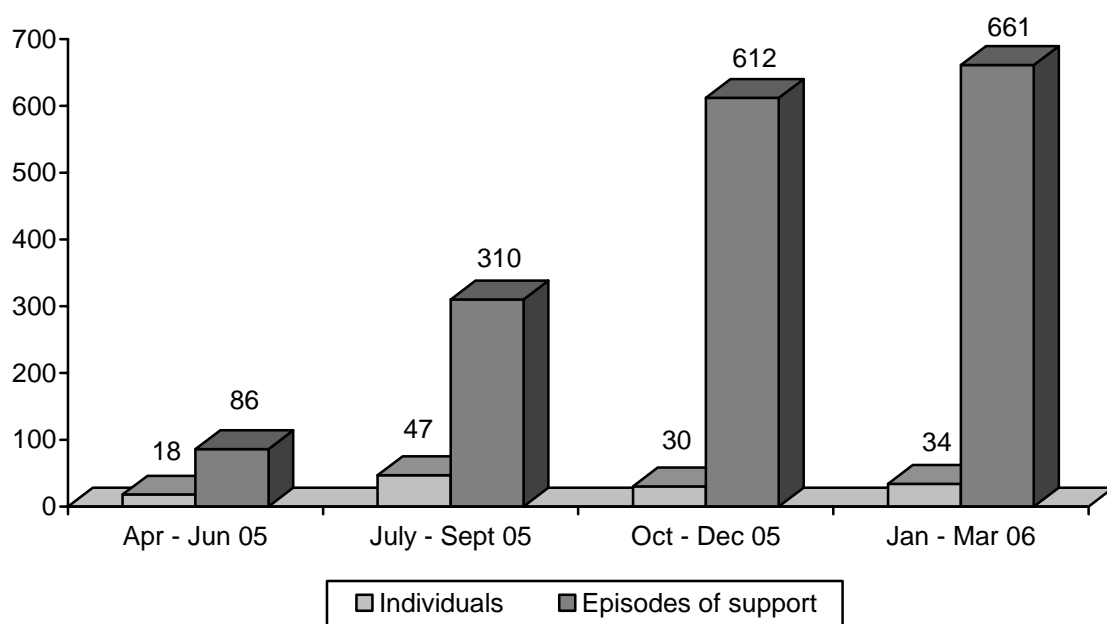
The focus of the Lache family support service is to ensure that children have the necessary skills and emotional stability to integrate successfully into mainstream education. The family centre works to improve self-esteem and behaviour. Work is also undertaken with parents to support children in school and reinforce a positive message at home.

The Lache family support service prioritises work with families where there are significant difficulties in parenting, which have led to concerns about the safety and welfare of the child.

4.4.1 Service activity

Over the 12 month period, 76 individuals accessed the Lache family support service receiving a total of 1,669 episodes of support. One child was identified as having been referred to the service on more than one occasion. Figure 4.4.1.1 illustrates the number of individual service users and the number of episodes of support broken down in each quarter.

Figure 4.4.1.1 Lache family support service users and episodes of support by quarter April 2005 - March 2006



When examining the number of service users and episodes of support, there is a significant increase in the number of contacts in the second half of the analysis period (October – March). Such an increase indicates individuals are being provided with greater levels of support with an average of 19 contacts per person between January and March 2006 compared to just five contacts per person between April and June 2005.

Figure 4.4.1.2 illustrates those accessing the Lache family support service by postcode. Figure 4.4.1.3 illustrates the number of episodes of support provided to Lache family support service users by postcode.

Figure 4.4.1.2 Lache family support service users by postcode

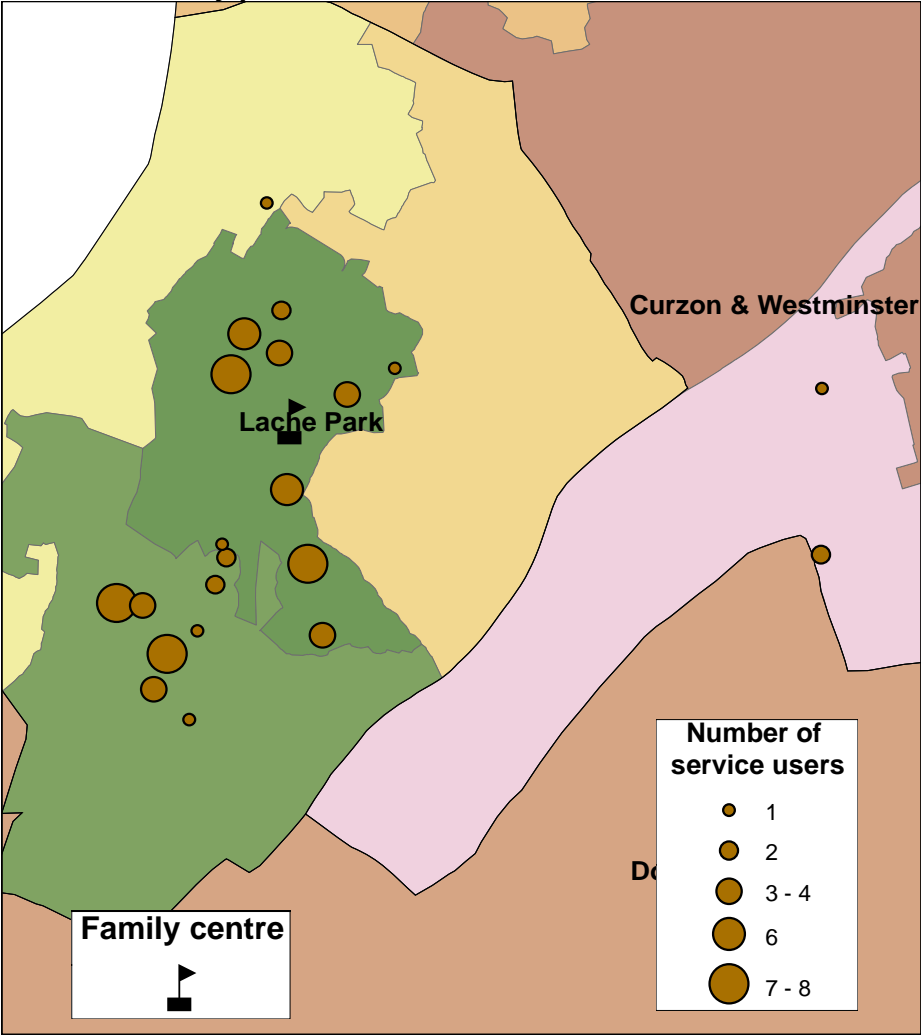
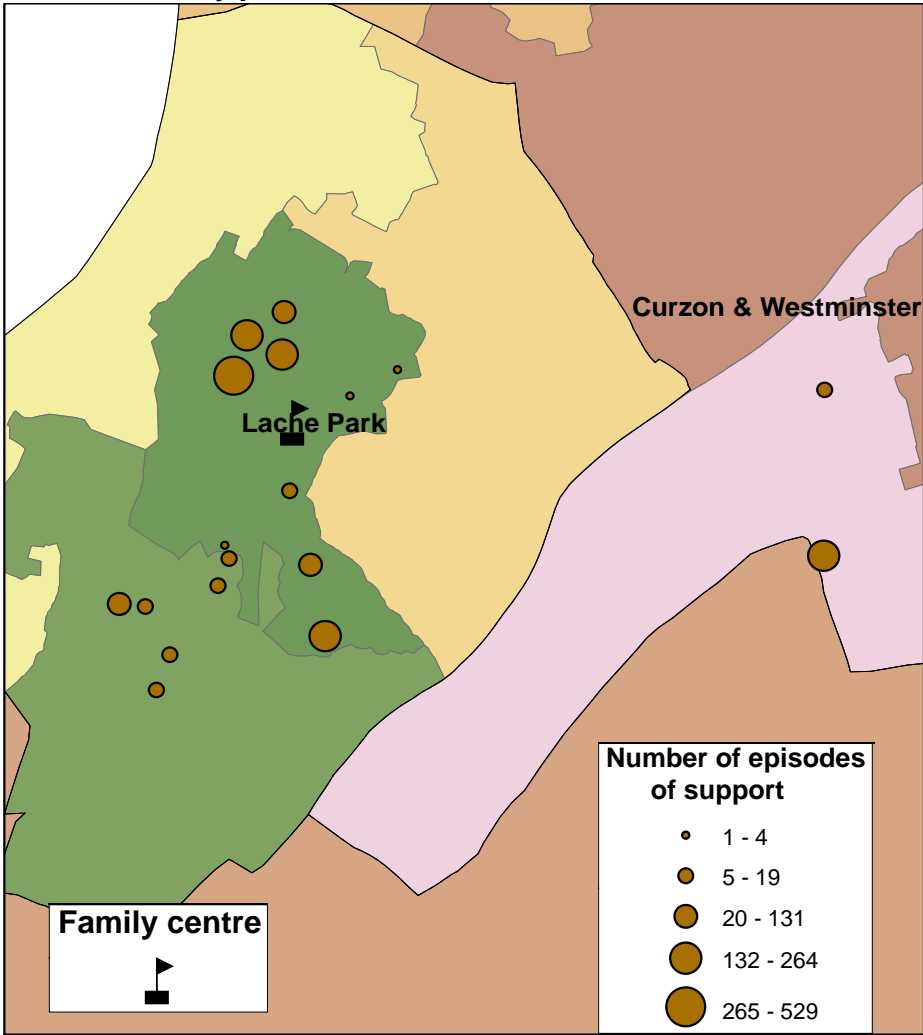


Figure 4.4.1.3 Lache family support episodes of support by postcode



Figures 4.4.1.2 and 4.4.1.3, illustrate that the majority of individuals accessing and receiving support from the Lache family support service come from the more deprived areas when examining levels of deprivation by SOA in Cheshire. There also appears to be more contacts made with those living in close proximity to the family centre.

Table 4.4.1.1 illustrates the primary reason for referral for each of the 76 individuals recorded by Lache family support.

Table 4.4.1.1 Primary reason for referrals to the Lache family support service

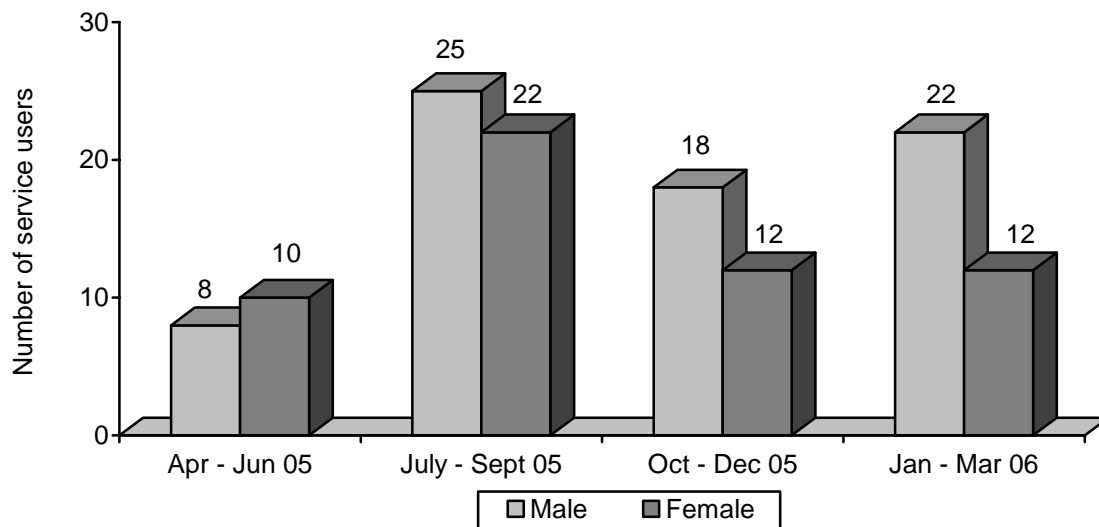
Primary reason for referral	Female	Male	Total	%
Other	13	12	25	33
Challenging behaviour (at school or in the home)	2	15	17	22
Confidence/self-esteem (parent or child)	7	6	13	17
Parenting or family relationships	5	6	11	14
Chaotic home life	2	3	5	7
Poor attendance at school	4	1	5	7
Total	33	43	76	100

As Table 4.4.1.1 illustrates, 'other' was the most frequently reported primary reason for referral, with 33% of all referrals. Of those identified with specific reasons for intervention, challenging behaviour, confidence/self-esteem and parenting or family relationships accounted for an additional 53% of all referrals. Of those referrals for challenging behaviour, 88% (15 out of 17) of all interventions were with male service users.

4.4.2 Service users

Between April 2005 to March 2006, 43 males (57%) and 33 females (43%) have accessed the Lache family support service. Figure 4.4.2.1 illustrates the sex of service users over the course of the 12 month period.

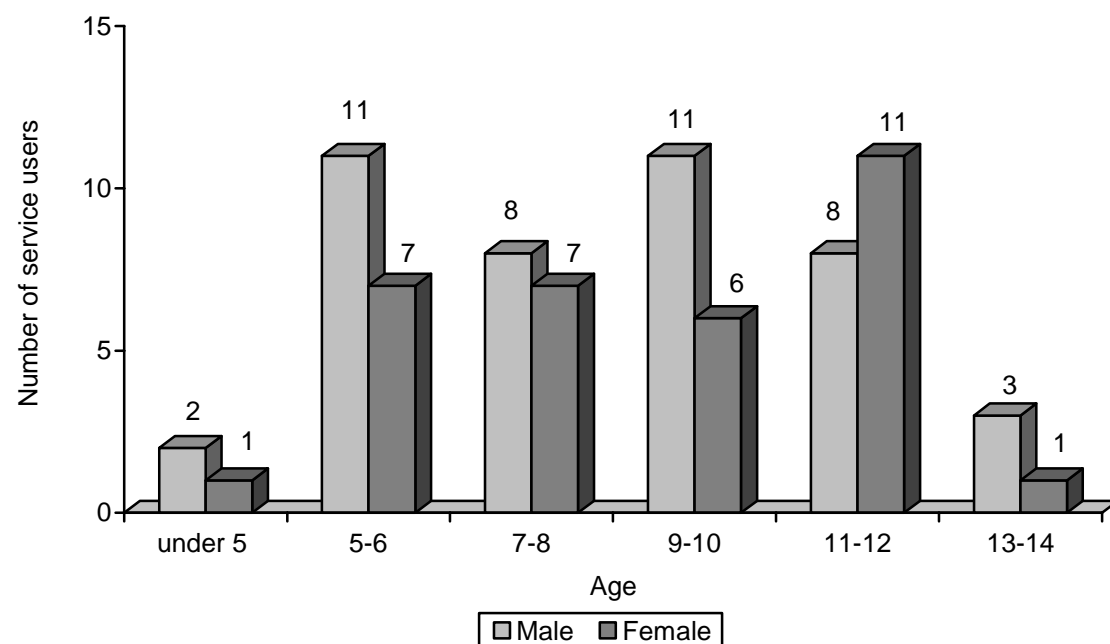
Figure 4.4.2.1 Number of Lache family support service users by sex



When examining the sex of service users, more males than females were seen in each quarter with the exception of April to June. The ratio of males to females increased from less than 1:1 in the first quarter compared to 1.8:1 in the final quarter of the analysis period.

The age of service users has been broken down and displayed in Figure 4.4.2.2

Figure 4.4.2.2 Age of Lache family support service users between April 2005 - March 2006

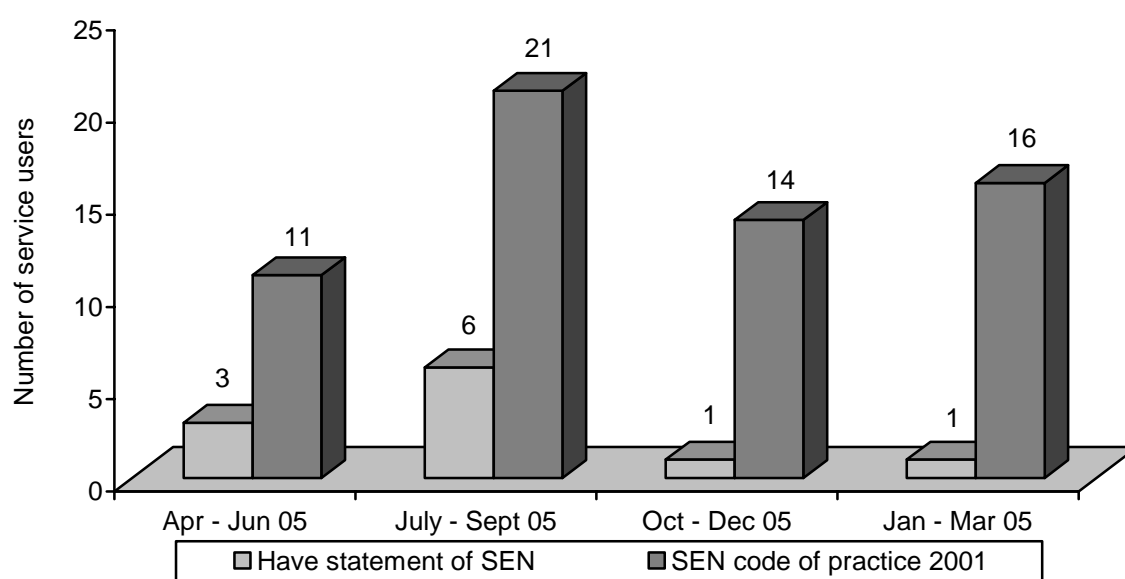


The majority of individuals accessing the Lache family support service were aged between five and 12 years old (91%, 69 out of 79). The only age category to have more females than males was the 11 to 12 years old category.

The majority of individuals accessing the Lache family support service were identified as White British (99%, 75 individuals). A single service user was identified as being of a different ethnicity, indicating 'other' as their ethnicity.

Of the 76 service users, none were identified as disabled, eight (11%) individuals had a statement of SEN, whilst 32 (42%) received support under the SEN code of practice. Figure 4.4.2.3 shows the number of individuals identified with SEN and/or a disability over the course of the 12 month period.

Figure 4.4.2.3 Lache family support service users identified with Special Educational Needs by quarter April 2005 – March 2006



When examining those users with SEN, 57% (27 out of 47) of all service users between July and September were identified as having SEN.

It was possible to cross reference 74 of the 76 Lache family support services users with Cheshire LEA's pupil database. Of those 74 individuals, 10 were identified as having a form of SEN. These needs included behaviour, emotional and social difficulty (5), cognition and learning needs (4) and communication and interaction needs (1).

When examining the numbers of individuals who received free school meals, 76% (56) of Lache family support service users were entitled to free schools meals as illustrated in Table 4.4.2.1.

Table 4.4.2.1 Lache family support service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	35	21	56	76
No	7	11	18	24
Total	42	32	74	100

Of those service users entitled to free school meals, 63% (35) were male and 38% (21) female. The Lache family support service appears to have a high percentage of service users eligible for free school meals when compared to the 47% of all CCF service users eligible for free school meals. Such a finding indicates that the Lache family support service works with a large proportion of children living in deprived areas.

4.4.3 Multiple Service usage

Of the 76 individuals who had received support from the Lache family support service, 51 were identified as receiving support from one additional CCF service provider. One individual was identified as receiving support from two additional CCF services. Of the 52 service users receiving additional support, 51 received support from the Lache school support service. When examining the sex of the 52 individuals accessing additional CCF services, 58% (30) were male compared to 42% (22) who were female. Table 4.4.3.1 illustrates the primary reason for referral of the 52 individuals who received support from an additional CCF services.

Table 4.4.3.1 Primary reason for referral of Lache family support service users accessing multiple services

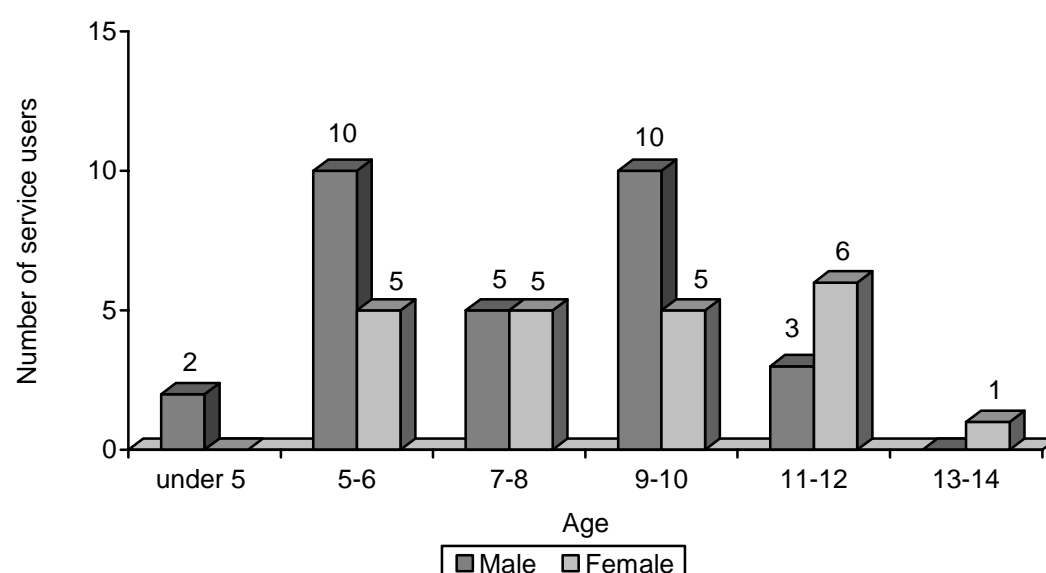
Primary reason for referral	Female	Male	Total	%
Other	6	8	14	27
Challenging behaviour (at school or in the home)	0	13	13	25
Confidence/self-esteem (parent or child)	6	3	9	17
Parenting or family relationships	4	2	6	12
Chaotic home life	2	3	5	10
Poor attendance at school	4	1	5	10
Grand Total	22	30	52	100*

*Sum may not equal 100 due to rounding

As Table 4.4.3.1 shows, of the Lache family support service users who accessed an additional CCF service, 'other' was stated as the main reason for intervention (27%). All individuals referred for challenging behaviour and receiving additional CCF services were male. Such a finding equates to 87% (13 out of 15) of all males accessing Lache family support for challenging behaviour receiving support from additional CCF services.

When comparing the number of individuals accessing an additional CCF service, 67% (29 out of 43) of males and 67% (22 out of 33) of females accessing Lache family support services received support from an additional service. Figure 4.4.3.1 illustrates the ages of those receiving support from additional services.

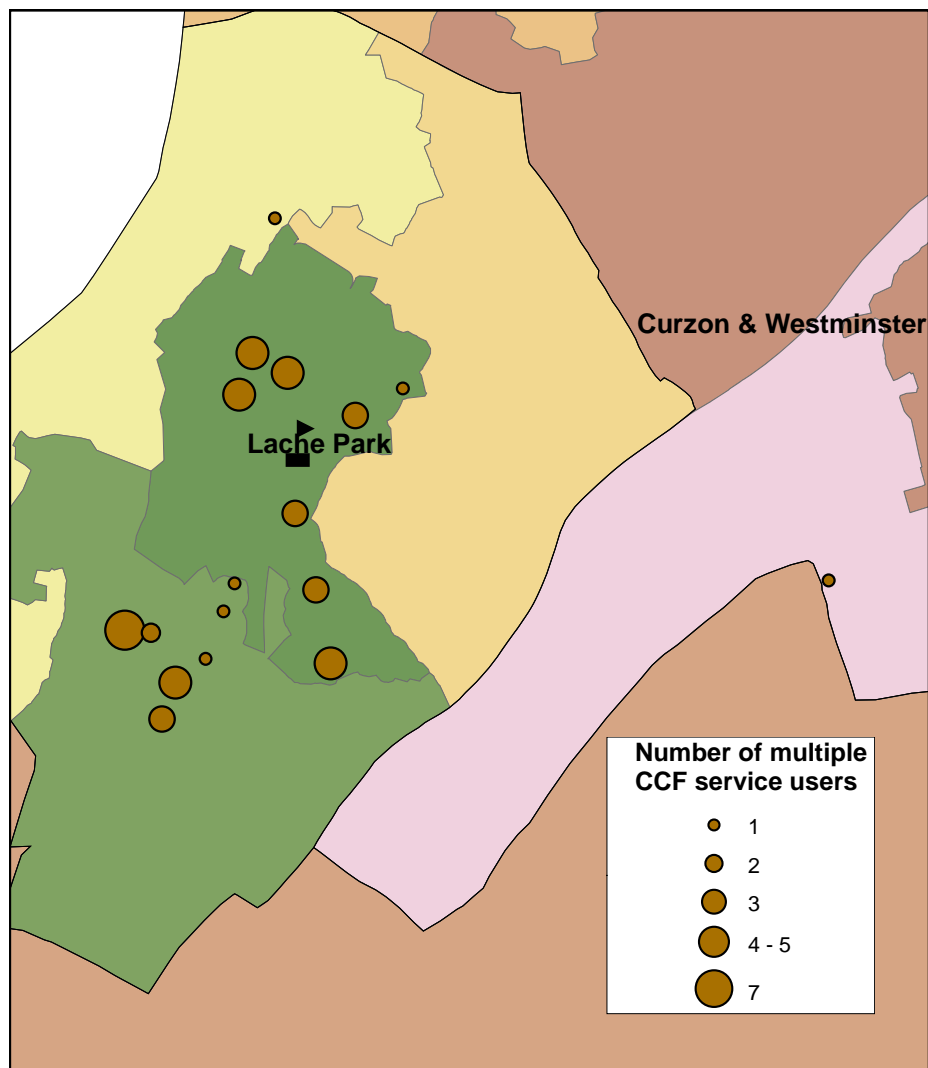
Figure 4.4.3.1 Age of Lache family support service users accessing an additional service.



Of the 52 individuals accessing an additional service, 77% (40 individuals) were aged between five and ten years old. The only age category to have more females than males was the 11 to 12 years category.

When examining the postcode of the 52 individuals who had accessed an additional CCF service, 19 separate postcodes were identified. Figure 4.4.3.2 illustrates those Lache family support services users accessing additional CCF services.

Figure 4.4.3.2 Lache family support service users accessing multiple Cheshire Children's Fund services by postcode



4.5 Lache schools support

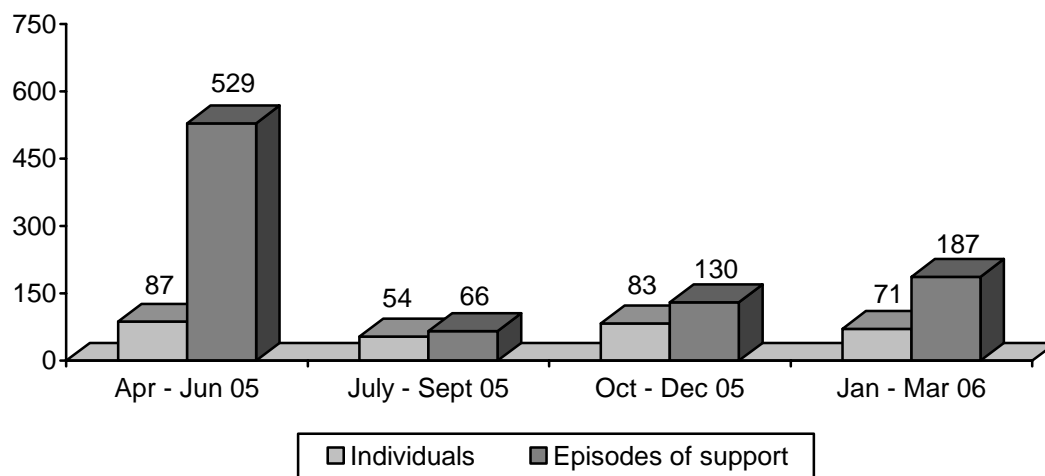
The Lache schools support project works in conjunction with two Lache primary schools (Lache and St Clare's). The project helps primary school children whose families are affected by chaotic home lives and/or potential emotional/behavioural difficulties. Services have been developed that support children and families inside and outside school. One such intervention is the early morning knock up scheme, which has been developed to ensure all children receive an education, allows children to mix socially with their peer group and improve unauthorised absence figures in school. The programme also encourages families to take their children into school even if they are late rather than keeping them off for the whole day.

A priority of the Lache schools support project is to ensure parents actively support children in school and reinforce positive messages at home. The service helps identify families who require additional support and intervention with more complex issues. Such work is undertaken through close working relationships with additional agencies to provide the required levels of support.

4.5.1 Service activity

Between April 2005 and March 2006, 147 individuals accessed the Lache schools support service receiving a total of 912 episodes of support. Three individuals were identified as having been referred to the Lache schools support service on more than one occasion. Figure 4.5.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 12 month period.

Figure 4.5.1.1 Lache schools support service users and episodes of support by quarter April 2005 - March 2006



When examining service users and episodes of support as shown in Figure 4.5.1.1, 58% (529 out of 912) of all episodes of support were made in the first quarter (April – June). In the following nine months, the average number of episodes of support per person were found to increase in each of the three quarters, indicating increased levels of support.

Figure 4.5.1.2 illustrates those accessing the Lache schools support service by postcode. Figure 4.5.1.3 illustrates the number of episodes of support provided to the Lache schools support service users by postcode.

Figure 4.5.1.2 Lache schools support service users by postcode

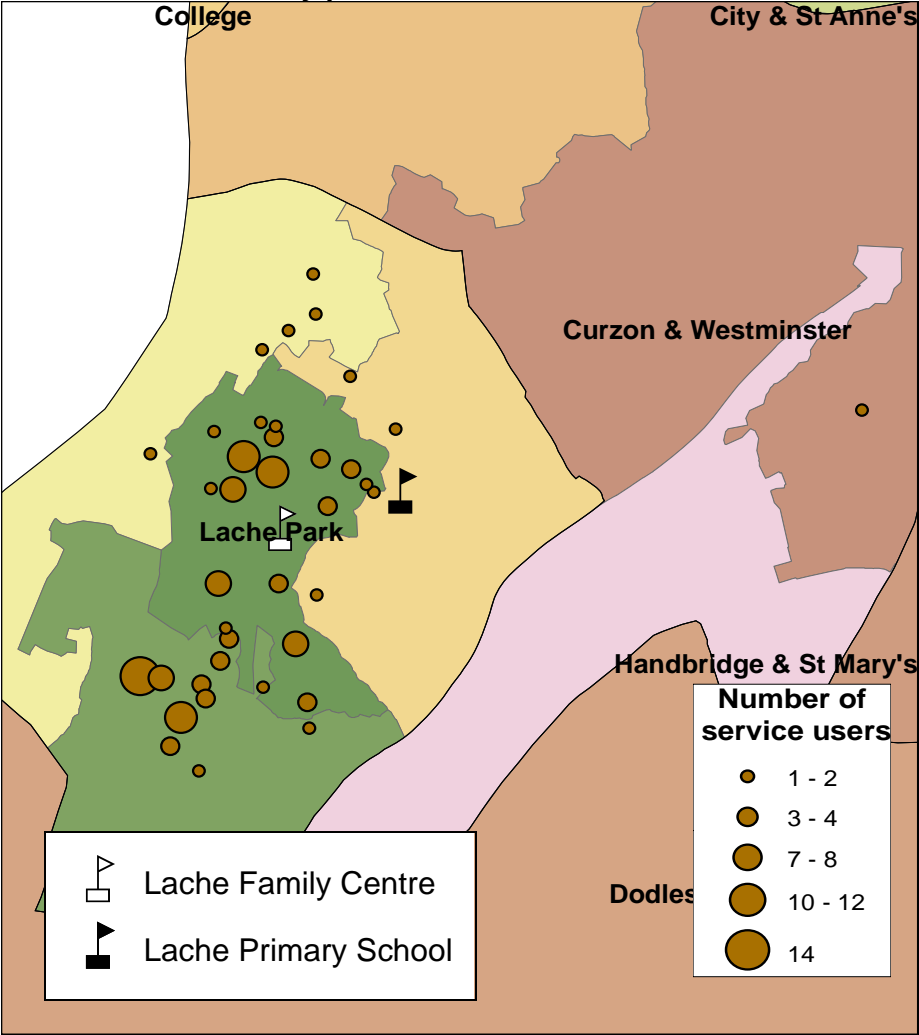
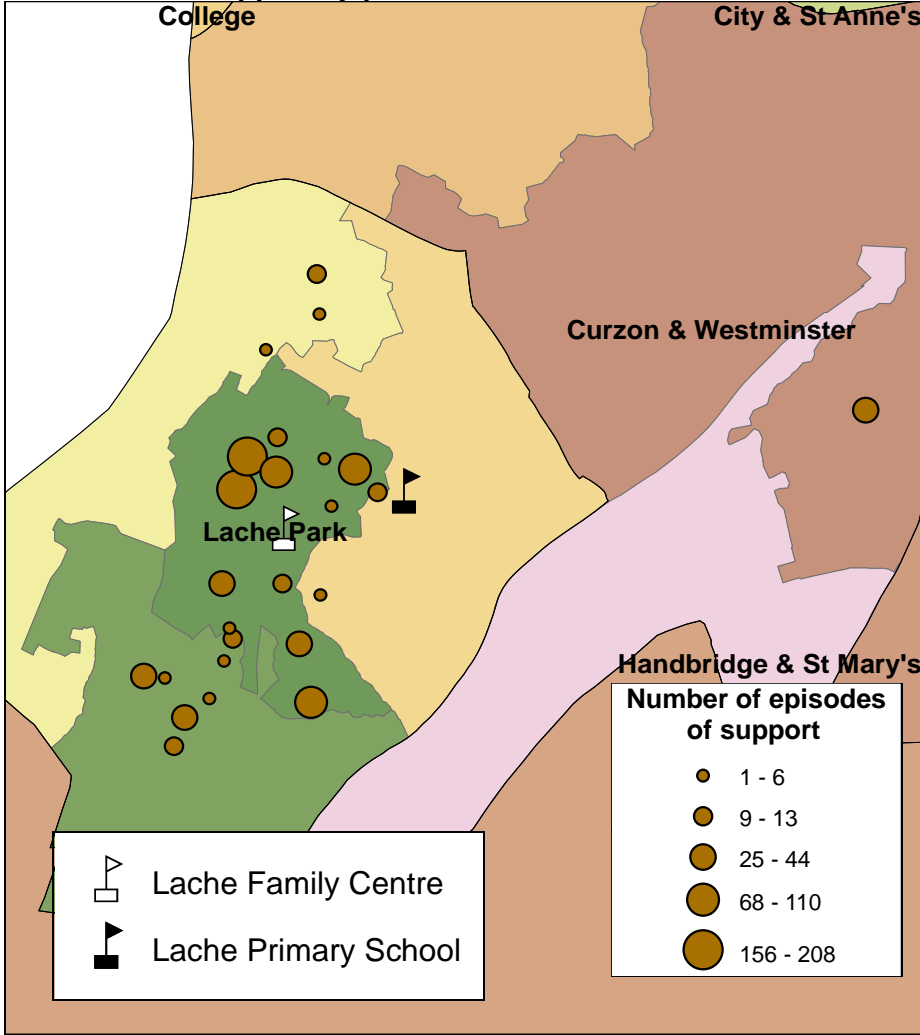


Figure 4.5.1.3 Lache schools support episodes of support by postcode



Figures 4.5.1.2 and 4.5.1.3, illustrate that the majority of individuals accessing and receiving support from Lache schools support service come from the more deprived areas when examining levels of deprivation by SOA throughout Cheshire. More episodes of support were conducted with families living in close proximity to both the school and family centre.

Table 4.5.1.1 illustrates the primary reason for referral for each of the 147 individuals recorded by the Lache schools support project.

Table 4.5.1.1 Primary reason for referrals to Lache schools support

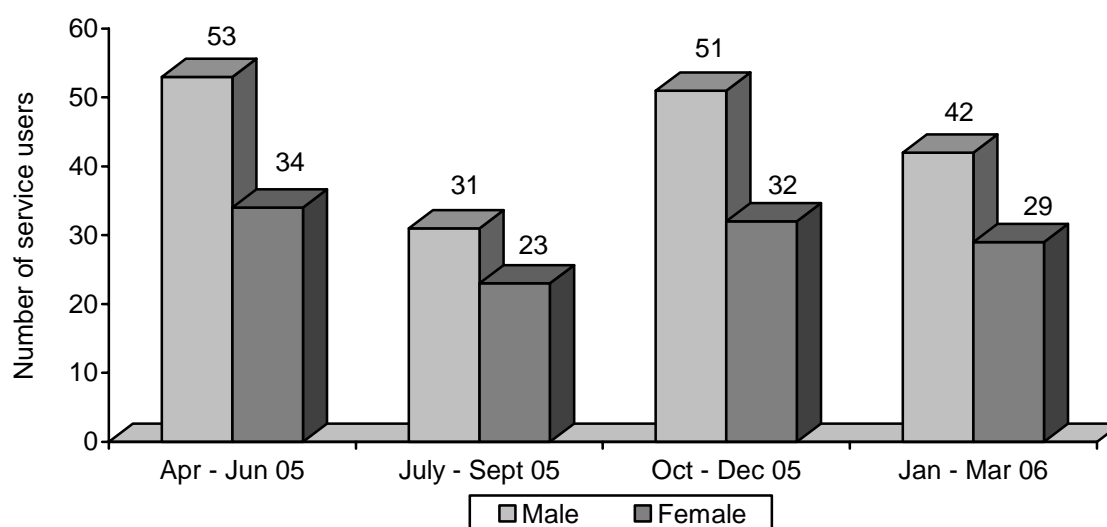
Primary reason for referral	Female	Male	Total	%
Other	40	53	93	63
Poor attendance at school	13	23	36	24
Poor achievement at school	3	4	7	5
Chaotic home life	2	3	5	3
Challenging behaviour (at school or in the home)	0	4	4	3
Confidence/self-esteem (parent or child)	0	1	1	1
Poor social skills	1	0	1	1
Total	59	88	147	100

As Table 4.5.1.1 illustrates, 'other' was the most frequently reported primary reason for referral, accounting for 63% of all referrals to the Lache schools support project. Of the 24% (36) who were referred for poor attendance at school, 64% (23 out of 36) were identified as male.

4.5.2 Service users

Between April 2005 to March 2006, 88 males (60%) and 59 females (40%) have accessed the Lache schools support service. Figure 4.5.2.1 illustrates the sex of service users over the course of the 12 month period.

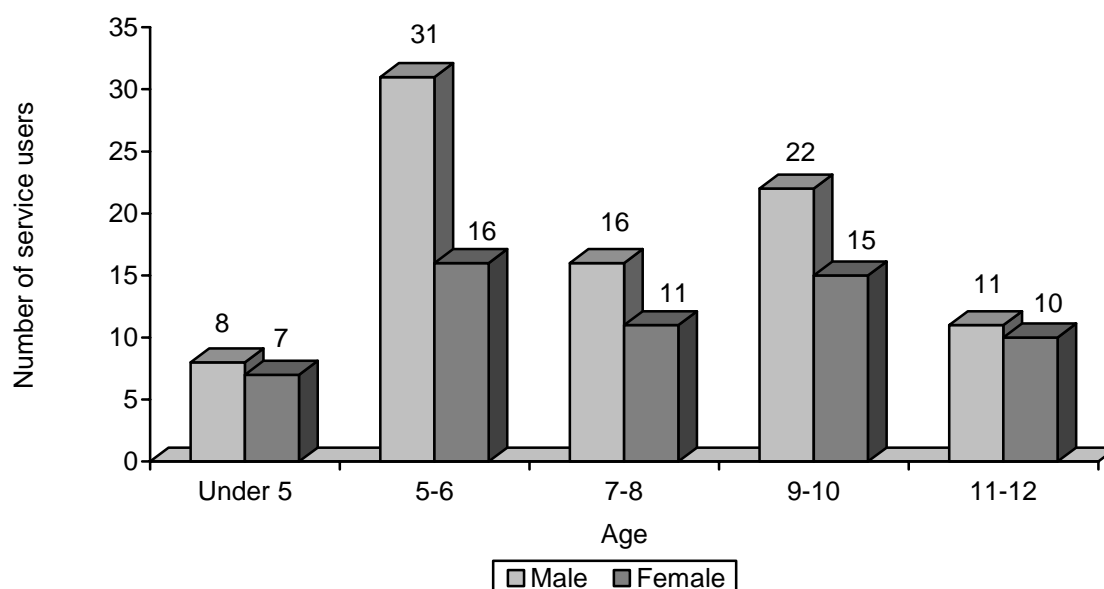
Figure 4.5.2.1 Number of Lache schools support service users by sex



When comparing the sex of service users over the analysis period, there has been a 21% (11) decrease in the number of males compared to a 15% (5) decrease in the number of females. The drop in numbers in the July to September quarter can be accounted for by the holiday period.

The age of service users has been broken down and displayed in Figure 4.5.2.2

Figure 4.5.2.2 Age of Lache schools support service users between April 2005 - March 2006

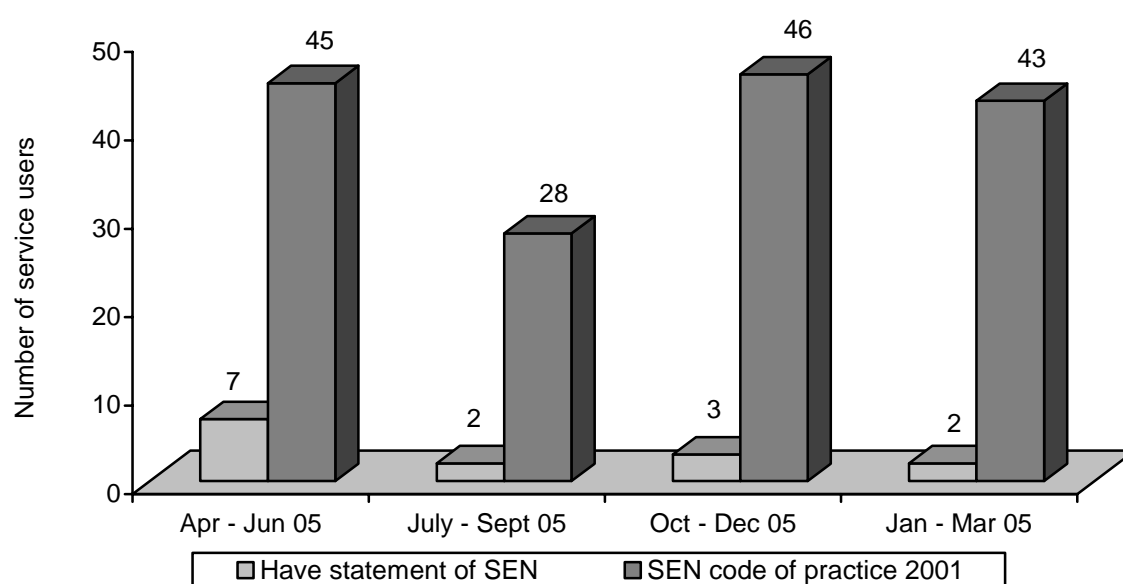


The majority of individuals accessing the Lache schools support service were aged between five and ten years old (76%, 111 out of 147). All categories were found to have more males than females.

The majority of individuals accessing the Lache schools support service were identified as White British (96%, 141 individuals). Six service users identified themselves as being of a different ethnic background: these included Asian Bangladeshi (3), White Asian (2) and White and Black African (1).

Of the 147 individuals accessing the Lache schools support service, no individuals were identified as disabled, eight had a statement of SEN and 72 received support under the SEN code of practice. Figure 4.5.2.3 shows the number of individuals identified with SEN over the 12 month period.

Figure 4.5.2.3 Lache schools support service users identified with Special Educational Needs by quarter April 2005 - March 2006



When examining those users with SEN, January to March provided the largest number and proportion of SEN service users accounting for 63% (45 out of 71) of all Lache school support service users.

It was possible to cross reference all 147 Lache schools support service users with Cheshire LEA's pupil database. Of those 147 individuals, 11 were identified as having a form of SEN. These needs included behaviour, emotional and social development (8) and cognition and learning needs (3).

When examining the numbers of individuals who received free school meals, 57% (84) of Lache schools support service users were entitled to free schools meals as illustrated in Table 4.5.2.1.

Table 4.5.2.1 Lache schools support service users' eligibility for free school meals

Free school meals	Males	Females	Total	%
Yes	50	37	87	59
No	37	26	60	41
Total	84	63	147	100

Of those service users entitled to free school meals, 57% (50) were male and 43% (37) female.

4.5.3 Multiple Service usage

Of the 147 individuals who had received support from the Lache schools support service, 50 were identified as receiving support from one additional CCF service provider, whilst one individual received support from a further two CCF services. All individuals received additional support from the Lache family support service. When examining the sex of the 51 individuals accessing additional CCF services, 59% (30) were males compared to 41% (21) of females. Table 4.5.3.1 illustrates the primary reason for intervention of the 51 individuals who received support from an additional CCF services.

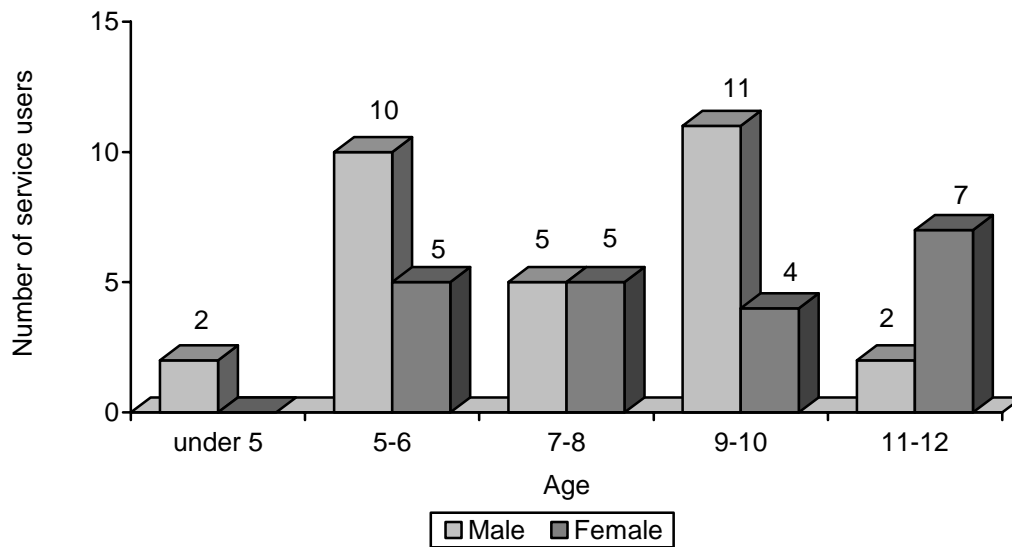
Table 4.5.3.1 Primary reason for referral of Lache schools support service users accessing multiple services

Primary reason for referral	Female	Male	Total	%
Other	10	17	27	53
Poor attendance at school	8	7	15	29
Chaotic home life	2	3	5	10
Challenging behaviour (at school or in the home)	0	3	3	6
Poor social skills	1	0	1	2
Grand Total	21	30	51	100

As Table 4.5.3.1 shows, of those accessing the Lache school support service who accessed an additional CCF service, 'other' was the reason selected for reason for referral (53%). Of those accessing additional CCF services and whose primary reason for intervention was poor attendance at school, the majority 53% (8 out of 15) were female. All referrals for challenging behaviour were for male service users.

Figure 4.5.3.1 illustrates the ages of those receiving support from additional services.

Figure 4.5.3.1 Age of Lache schools support service users accessing an additional service

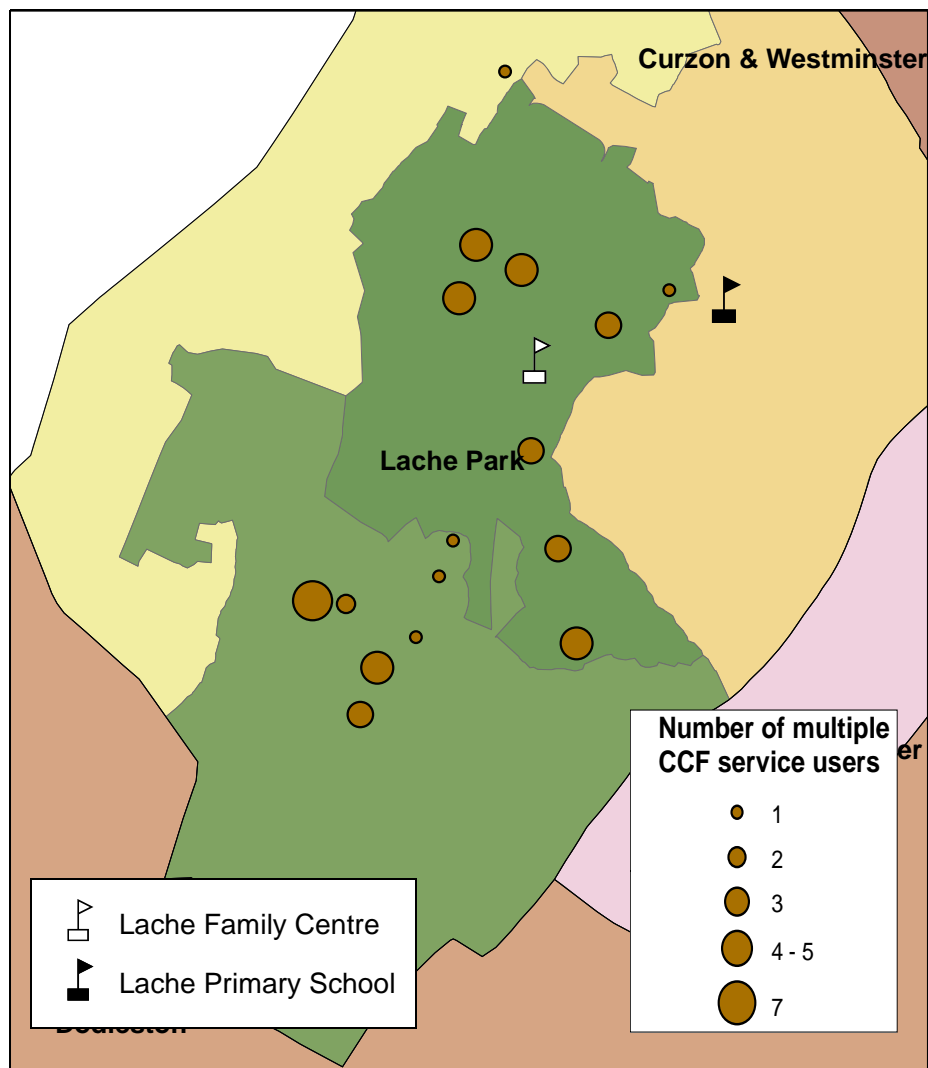


Of the 51 individuals accessing an additional service, 78% (30) were aged between five and ten years old, whilst the only age group to have more females than males were those aged 11 to 12 years old.

The individuals accessing additional CCF services with a statement of SEN accounted for 63% (5 out of 8) of all Lache school support service users who were identified as having a statement of SEN. In addition, 44% (32 out of 72) of those who received support under the SEN code of practice received support from additional services.

When examining the postcode of the 51 individuals who had accessed an additional CCF service, 18 separate postcodes were identified. Figure 4.5.3.2 illustrates those Lache school support service users accessing additional CCF services.

**Figure 4.5.3.2 Lache schools support services users accessing additional
Cheshire Children's Fund services by postcode**



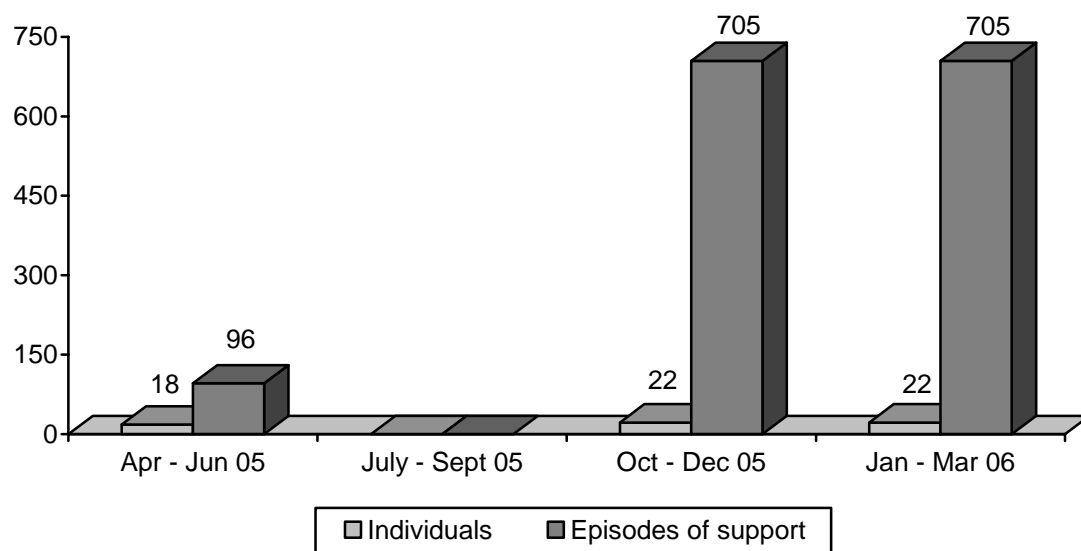
4.6 Macclesfield schools support partnership

The Macclesfield schools support partnership provides support for three primary schools (Ash Grove, Hurdsfield and St Barnabus). The aims of the partnership are to improve attendance, behaviour and self-esteem, whilst raising basic skills in identified individuals.

4.6.1 Service activity

Returns have been made and analysed for nine of the 12 months. No return was made for the July – September period due to changes occurring within the lead school (Ash Grove). In the nine months, 37 individuals accessed the Macclesfield schools support service receiving a total of 1,506 episodes of support. Figure 4.6.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter.

Figure 4.6.1.1 Macclesfield schools support service users and episodes of support by quarter April 2005 - March 2006



When examining the number of service users and episodes of support as shown in Figure 4.6.1.1, there appears to be high levels of support being offered. In the final six months of the analysis period, an average of 32 episodes of support per person was recorded.

Figure 4.6.1.2 illustrates those accessing Macclesfield schools support services by postcode. Figure 4.6.1.3 illustrates the number of episodes of support provided to Macclesfield schools support service users by postcode.

Figure 4.6.1.2 Macclesfield schools support service users by postcode

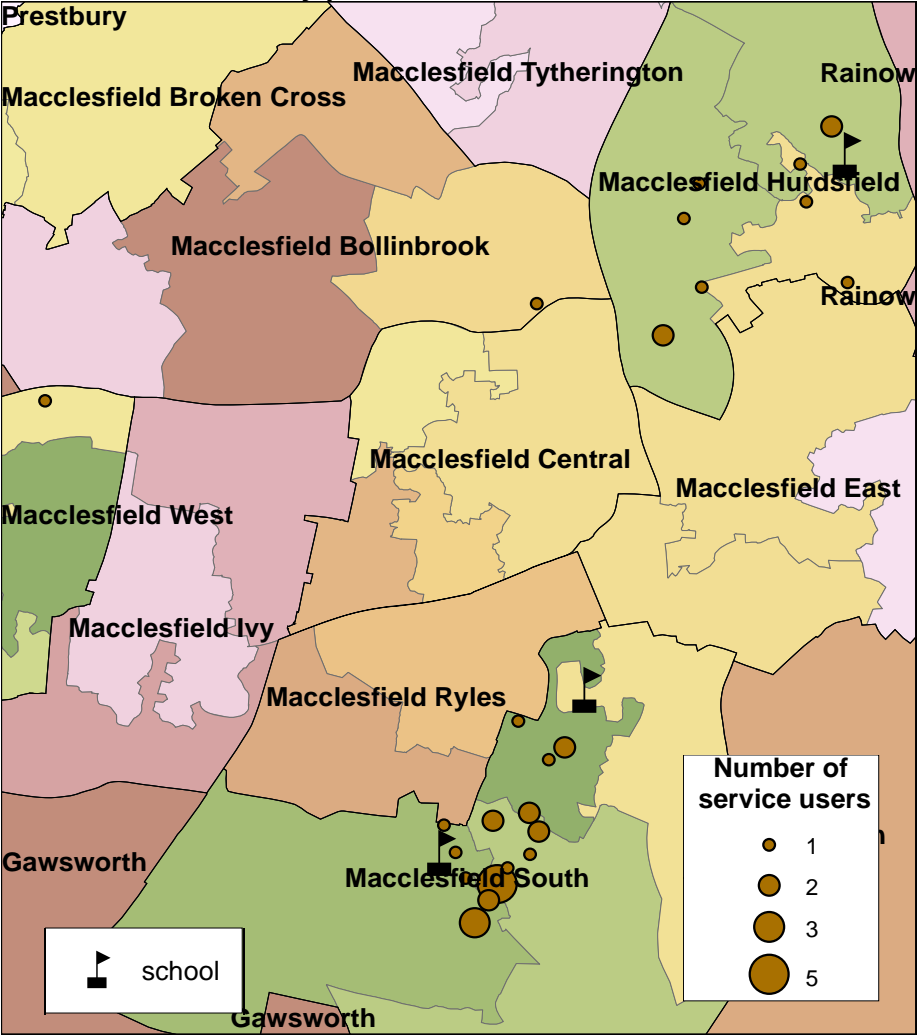
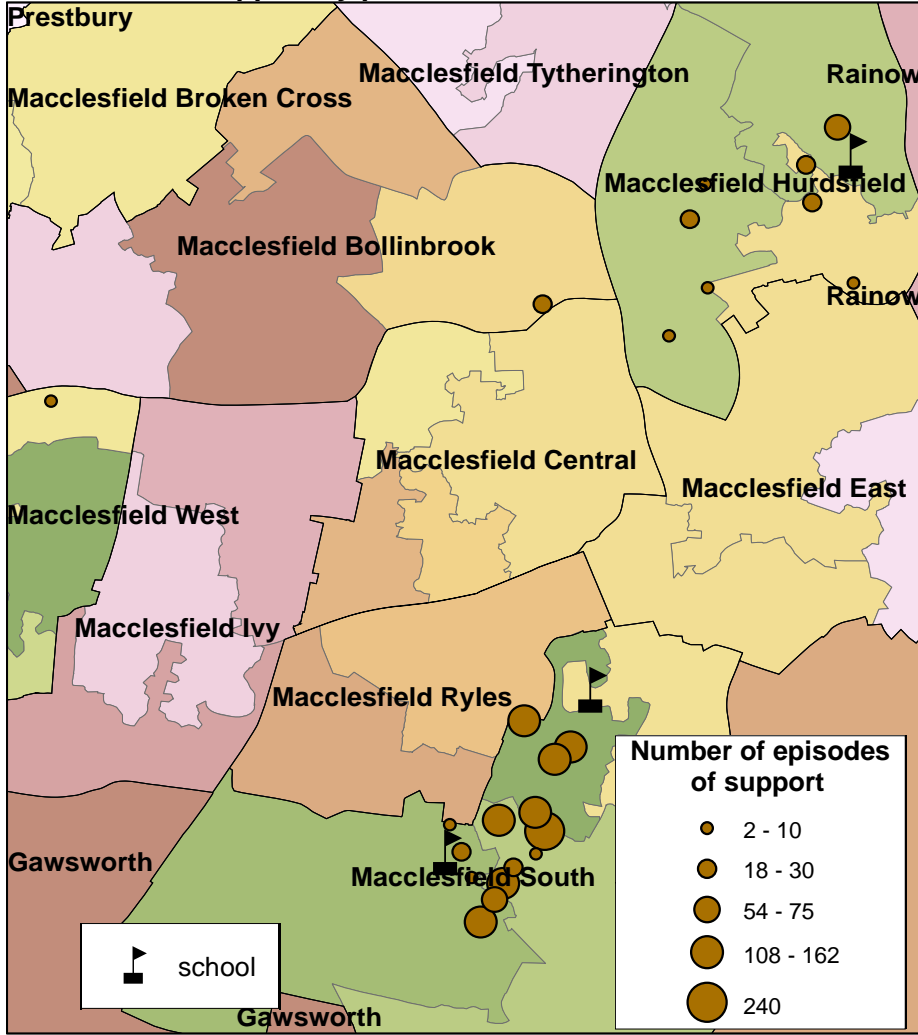


Figure 4.6.1.3 Macclesfield schools support episodes of support by postcode



Whilst Macclesfield has fewer areas of high deprivation, the schools targeted for support were all found in the more deprived areas, as illustrated in Figures 4.6.1.2 and 4.6.1.3. The majority of individuals accessing and receiving support came from those more deprived areas.

Table 4.6.1.1 illustrates the primary reason for referral for each of the 37 individuals recorded by Macclesfield schools support partnership.

Table 4.6.1.1 Primary reason for referrals to Macclesfield schools support partnership

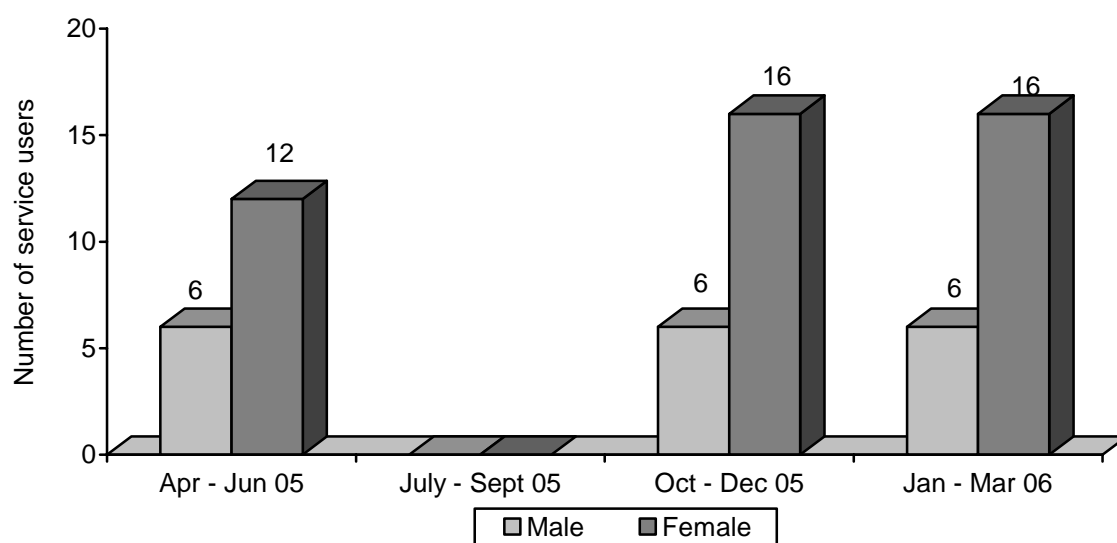
Primary reason for referral	Female	Male	Total	%
Parenting or family relationships	5	8	13	35
Poor attendance at school	5	6	11	30
Challenging behaviour (at school or in the home)	3	4	7	19
Other	3	1	4	11
Poor achievement at school	1	1	2	5
Total	17	20	37	100

As Table 4.6.1.1 illustrates, parenting or family relationships was the most frequently reported primary reason for referral. In addition, parenting or family relationships combined with poor attendance at school accounted for 65% of all referrals to Macclesfield schools support services. Of those referred for parenting or family relationships, 62% (8 out of 13) were males.

4.6.2 Service users

Between April 2005 and March 2006, 20 males (54%) and 17 females (46%) have accessed Macclesfield schools support services. Figure 4.6.2.1 illustrates the sex of service users over the analysis period.

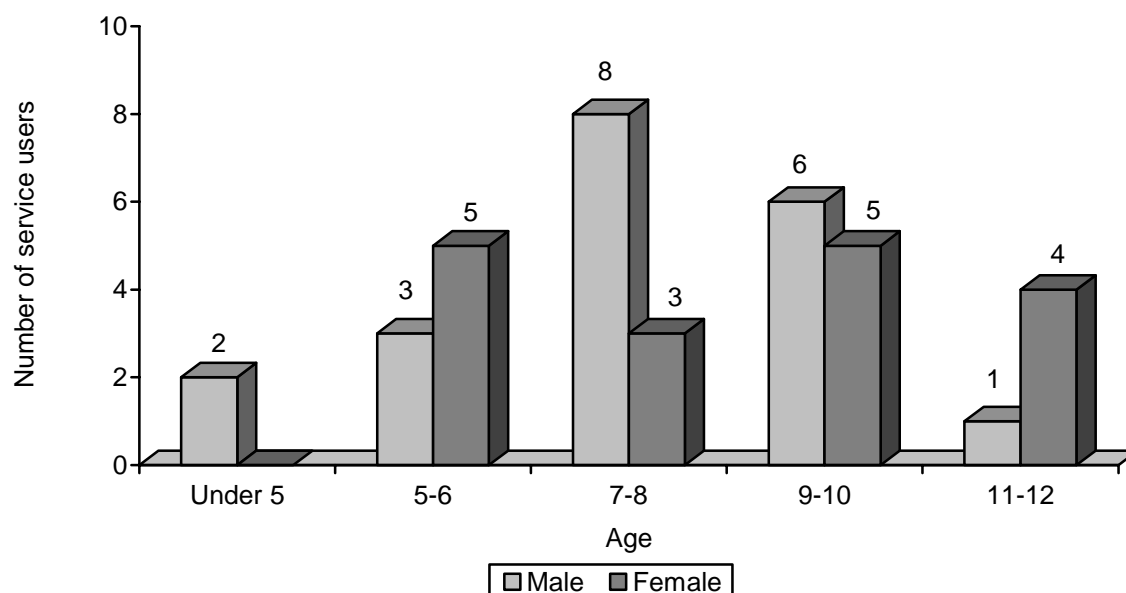
Figure 4.6.2.1 Number of Macclesfield schools support service users by sex



When examining the sex of service users, the number of females has remained consistent, whilst the number of males has increased by 33% over the course of the 12 month analysis period.

The age of service users has been broken down and displayed in Figure 4.6.2.2

Figure 4.6.2.2 Age of Macclesfield schools support service users between April 2005 - March 2006



The majority of individuals accessing Macclesfield schools support services were aged between five and ten years old (81%, 30 out of 37). A higher number of females were observed in the categories for those aged five to six and 11 to 12 years old.

The majority of individuals accessing Macclesfield schools support services were identified as White British (95%, 35). Two service users identified themselves as being of a different ethnicity; these included White and Black African (1) and Other (1).

Of the 37 individuals accessing Macclesfield schools support services during the 12 month period, one child was identified as disabled, two individuals had a statement of SEN and thirteen received support under the SEN code of practice. In the final six months of the analysis period, 45% (10 out of 22) of service users had SEN. During this period, eight service users received support under the SEN code of practice and two had a statement of SEN.

It was possible to cross reference 36 of the 37 Macclesfield schools support service users with Cheshire LEA's pupil database. Of those 36 individuals, one child was identified as having a form of special need. This need was identified as being for behaviour, emotional and social development.

When examining the numbers of individuals who received free school meals, 56% (20) of Macclesfield schools support service users were entitled to free schools meals as illustrated in Table 4.6.2.1.

Table 4.6.2.1 Macclesfield schools support users' eligibility for free school meals

Free school meals	Males	Females	Total	%
Yes	10	10	20	56
No	9	7	16	44
Total	19	17	36	100

Of those service users entitled to free school meals, there was an equal number of males and females (10). With 56% of service users' eligible for free school meals this indicates Macclesfield school support partnership works with a large number of children from deprived areas.

4.6.3 Multiple service usage

Of the 37 individuals who had received support from Macclesfield schools support service, eight were identified as receiving support from one additional CCF service provider. In the case of all eight the additional service was Poolswood Family Centre. When examining the sex of all service users accessing additional CCF services, there were equal numbers of males and females. Table 4.6.3.1 illustrates the primary reason for intervention of the eight individuals who were receiving support from additional CCF services.

Table 4.6.3.1 Primary reason for referral of Macclesfield schools support service users accessing multiple services

Primary reason for referral	Female	Male	Total	%
Challenging behaviour (at school or in the home)	2	2	4	50
Parenting or family relationships	2	2	4	50
Total	4	4	8	100

Of the seven referrals to Macclesfield school support services for challenging behaviour, 57% (4 out of 7) were found to be accessing additional CCF services.

When comparing the number of individuals accessing an additional CCF service, 20% (4 out of 20) of all males accessing Macclesfield schools support service received support from an additional service. This compares to 24% (4 out of 17) of all females over the 12 month period.

Of the eight individuals accessing an additional service, 38% (3) were aged six, 25% (2) were aged seven and 38% (3) were aged between nine and ten years old. When examining the postcode of the eight individuals who had accessed an additional service, five different postcodes were identified. Four individuals came from one postcode.

4.7 Poolswood Family Centre support services

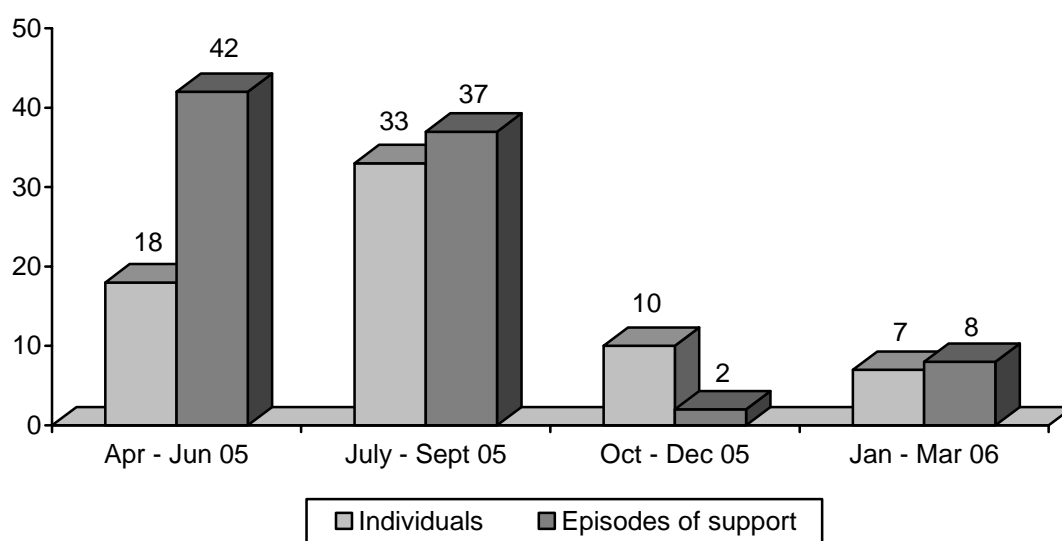
Poolswood Family Centre supports work undertaken by Poolswood Children's Community Support Service, extending the targeted age group to include the five to eleven year old age group. Work is also undertaken to provide additional support to parents. Services include individual work with children, their families, parenting group work and pilot group work for children. In addition the Centre provides a programme of outings and activities designed to encourage families to make the first contact with the Centre and relieve family stress.

Poolswood Family Centre services are designed to increase the capacity for problem solving and coping strategies both among children and their parents experiencing difficulties. Children and their families are able to access services at an early stage in the development of family problems.

4.7.1 Service activity

Over the 12 month period, 42 individuals accessed the Poolswood Family Centre support services receiving a total of 89 episodes of support. Three individuals were identified as having been referred to Poolswood Family Centre support services on more than one occasion. Figure 4.7.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the analysis period.

Figure 4.7.1.1 Poolswood Family Centre service users and episodes of support by quarter April 2005 - March 2006



When examining the number of service users as shown in Figure 4.7.2.1, there is a 61% (11) decline in the number of service users over the course of the 12 month period. In addition, the ratio of contacts per person has also declined over the 12 month analysis period.

Figure 4.7.1.2 illustrates those accessing Poolswood Family Centre support services by postcode. Figure 4.7.1.3 illustrates the number of episodes of support provided to Poolswood Family Centre service users by postcode.

Figure 4.7.1.2 Poolswood Family Centre service users by postcode

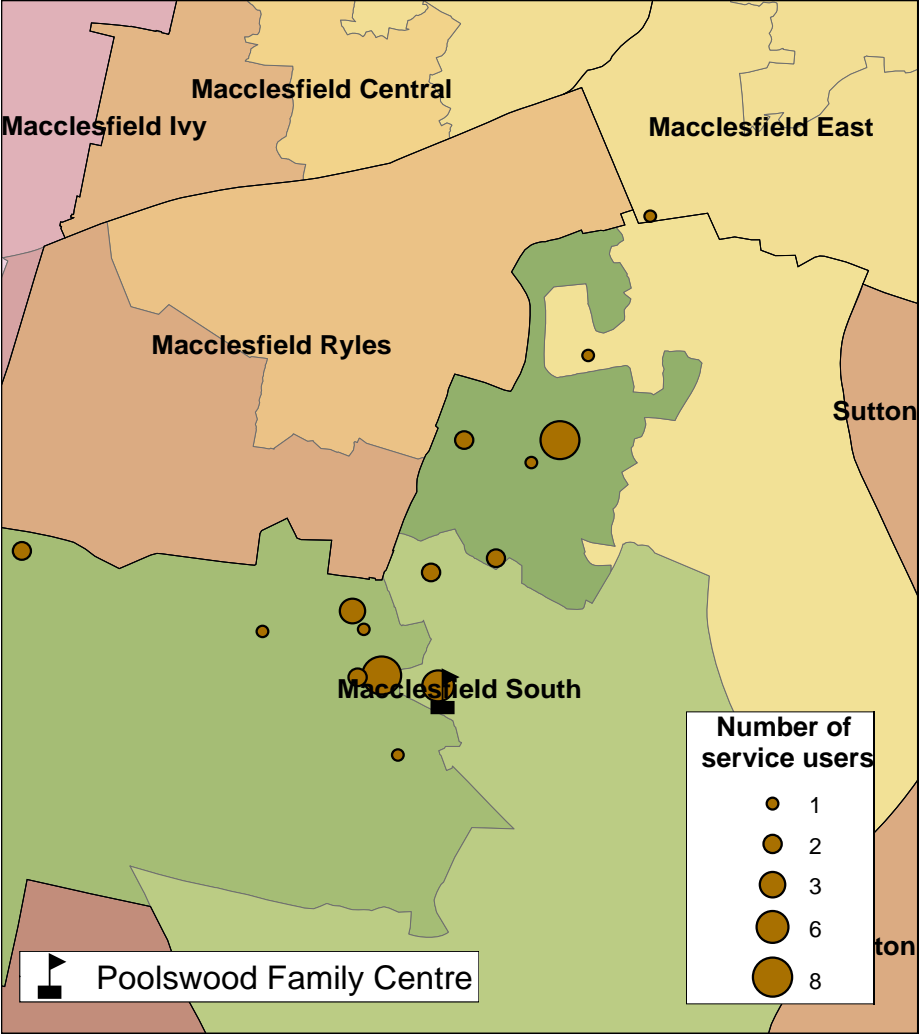
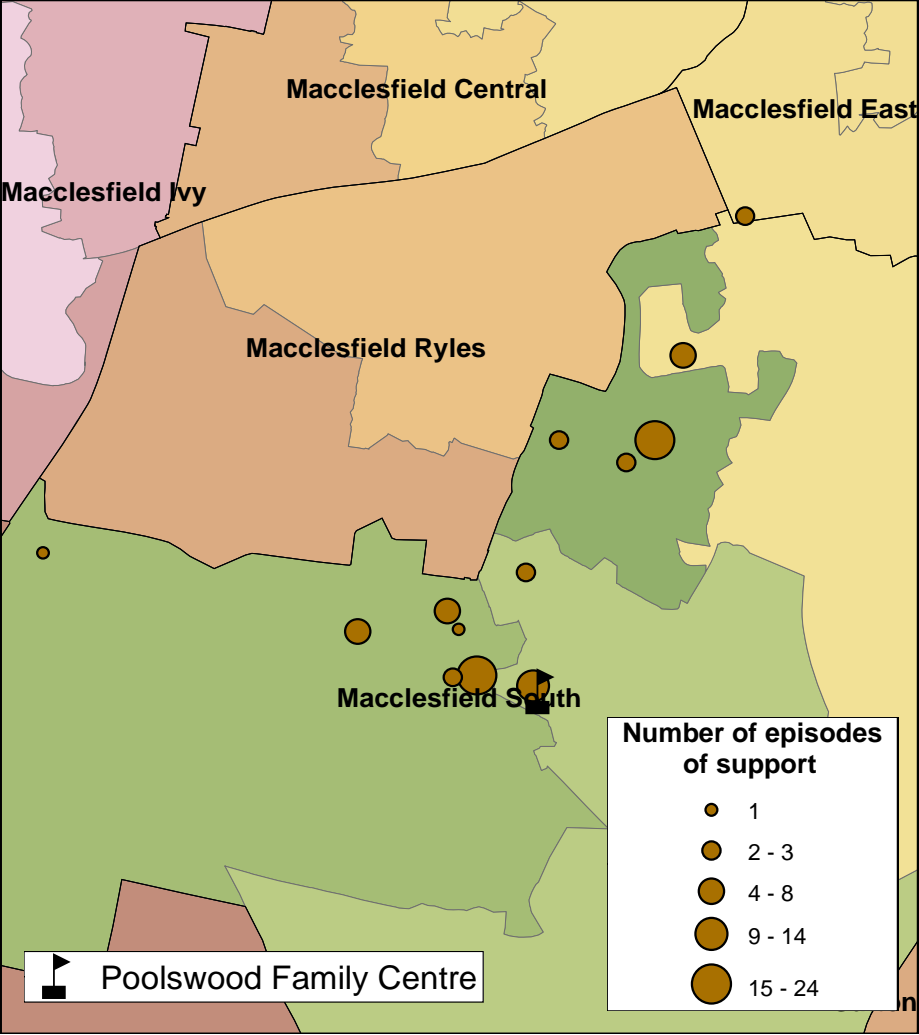


Figure 4.7.1.3 Poolswood Family Centre episodes of support by postcode



Figures 4.7.1.2 and 4.7.1.3, illustrate that the majority of individuals accessing and receiving support from Poolswood Family Centre support services come from the more deprived areas of Macclesfield when examining levels of deprivation throughout Cheshire by SOA. It would appear that the number of contacts made with the service is not influenced by how close service users live to the Family Centre.

Table 4.7.1.1 illustrates the primary reason stated for each of the 42 individual referrals recorded by Poolswood Family Centre.

Table 4.7.1.1 Primary reason for referrals to Poolswood Family Centre

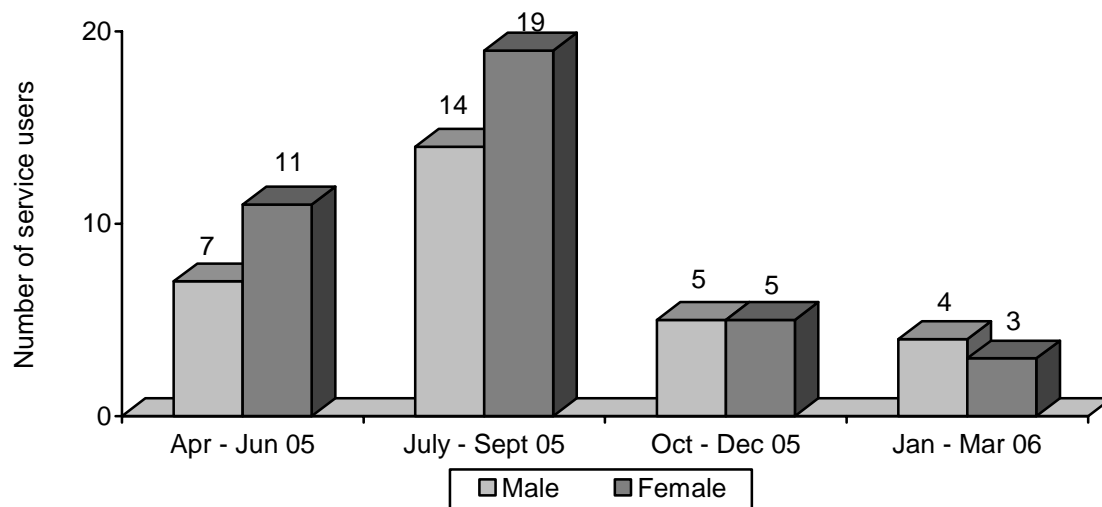
Primary reason for referral	Female	Male	Total	%
Social exclusion/isolation	20	14	34	81
Confidence/self-esteem (parent or child)	3	2	5	12
Parenting or family relationships	1	1	2	5
Other	0	1	1	2
Total	24	18	42	100

As Table 4.7.1.1 illustrates, social exclusion/isolation was the most frequently reported primary reason for referral, accounting for 81% of all referrals to Poolswood Family Centre support services. Of those referrals for social exclusion/isolation, 59% (20) were for females.

4.7.2 Service users

Between April 2005 to March 2006, 24 females (57%) and 18 males (43%) have accessed Poolswood Family Centre support services. Figure 4.7.2.1 illustrates the sex of service users over the course of the 12 month period.

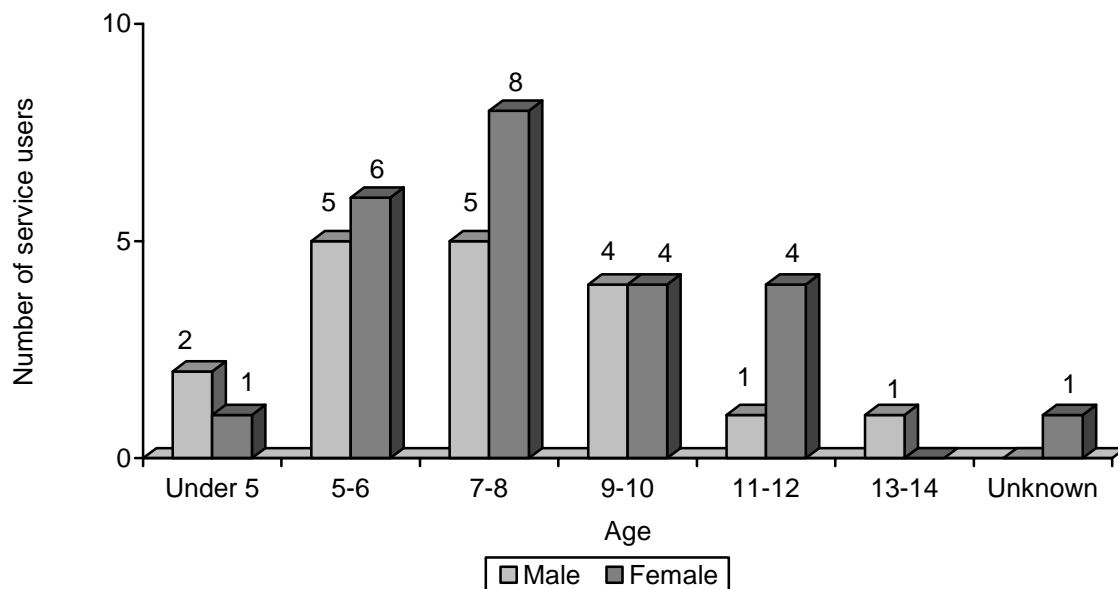
Figure 4.7.2.1 Number of Poolswood Family Centre service users by sex



When examining the sex of service users, the ratio of females to males has declined from 1.5:1 to less than 1:1 over the 12 month period.

The age of service users has been broken down and displayed in Figure 4.7.2.2.

Figure 4.7.2.2 Age of Poolswood Family Centre service users between April 2005 - March 2006



The majority of individuals accessing Poolswood Family Centre support services were aged between five and ten years old (76%, 32 out of 42).

Of those individuals accessing Poolswood Family Centre support services the majority were identified as White British (95%, 40). Two service users identified themselves as being of 'Other Mixed' ethnicity.

Of the 42 individuals accessing Poolswood Family Centre support services during the 12 month period, one child was identified as disabled, one child had a statement of SEN and two received support under the SEN code of practice.

It was possible to cross reference 38 of the 42 Poolswood Family Centre support services users with Cheshire LEA's pupil database. Of those 38 individuals, four were identified as having a form of special need. These needs included behaviour, emotional and social development (2), and cognition and learning needs (2).

When examining the numbers of individuals who received free school meals, 63% (24) of Poolswood Family Centre support services users were entitled to free school meals as illustrated in Table 4.7.2.1.

Table 4.7.2.1 Poolswood Family Centre service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	12	12	24	63
No	5	9	14	37
Total	17	21	38	100

Of those service users entitled to free school meals, there was an equal number of males and females (12). With 63% of service users eligible for free school meals this would indicate that Poolswood Family Centre works with a high proportion of children from deprived areas.

4.7.3 Multiple Service usage

Of the 42 individuals who had received support from Poolswood Family Centre support services, eight individuals (four males and four females) were identified as receiving support from one additional CCF service provider. In the case of all eight, the additional service was from Macclesfield school support partnership. Table 4.7.3.1 illustrates the primary reason for referral for the 8 individuals who were receiving support from additional CCF services.

**Table 4.7.3.1 Primary reason for referral for Poolswood Family Centre
service users accessing multiple services**

Primary reason for referral	Female	Male	Total	%
Social exclusion/isolation	3	2	5	63
Confidence/self-esteem (parent or child)	1	1	2	25
Other	0	1	1	13
Total	4	4	8	100

As Table 4.7.3.1 shows, of those service users receiving additional CCF services, 60% (3 out of 5) accessing services for social exclusion/isolation were female. Of all additional service users, 50% (4 out of 8) were aged between seven and eight years old. Such a finding indicates 31% (4 out of 13) of all Poolswood Family Centre services users aged between seven and eight years old accessed additional services.

4.8 Crewe NSPCC family support service

Crewe NSPCC family support service aim to offer support, advice and a safe sanctuary for children and families. The service aims to strengthen existing service capacity in order to provide greater levels of support. In doing so the service aims to empower parents and children, to gain confidence and realise their full potential.

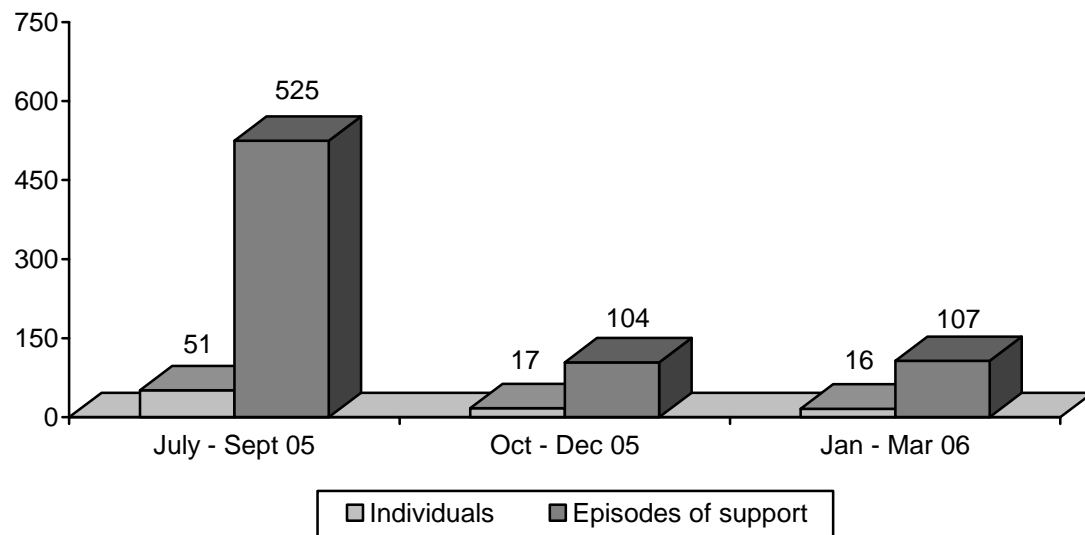
The Crewe NSPCC family support service offers support to disadvantaged children and families through specific projects which include a summer project and the Oasis after school club. Early intervention, combined with parenting programmes, has resulted in smaller but more focused groups building self-esteem and challenging unacceptable behaviours such as bullying and racism.

Assessments undertaken with families have helped encourage them to access alternative community resources. As a result, spaces have been made available within the Oasis group and summer project for those children/families who are unable to attend alternative services due to emotional/behavioural difficulties.

4.8.1 Service activity

Activity returns were made between July 2005 and March 2006. The April to June 2005 return was incomplete due to issues surrounding parental consent and was therefore excluded from the analysis. During the 9 month period, 55 individuals accessed the Crewe family support services receiving a total of 736 episodes of support. One child was identified as having been referred to Crewe family support services on more than one occasion. Figure 4.8.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the nine month period.

Figure 4.8.1.1 Crewe family support service users and episodes of support by quarter July 2005 - March 2006



When examining Figure 4.8.1.1, there is a 69% (35) fall in the number of service users. This is coupled with an 80% drop in episodes of support. However, not all service users were identified within the returns and therefore, not all contacts were added to the database. The reason for this is due to informed consent not being gained from all parents involved with the service.

Figure 4.8.1.2 illustrates those accessing Crewe family support services by postcode. Figure 4.8.1.3 illustrates the number of episodes of support provided by Crewe family support service users by postcode.

Figure 4.8.1.2 Crewe family support service users by postcode

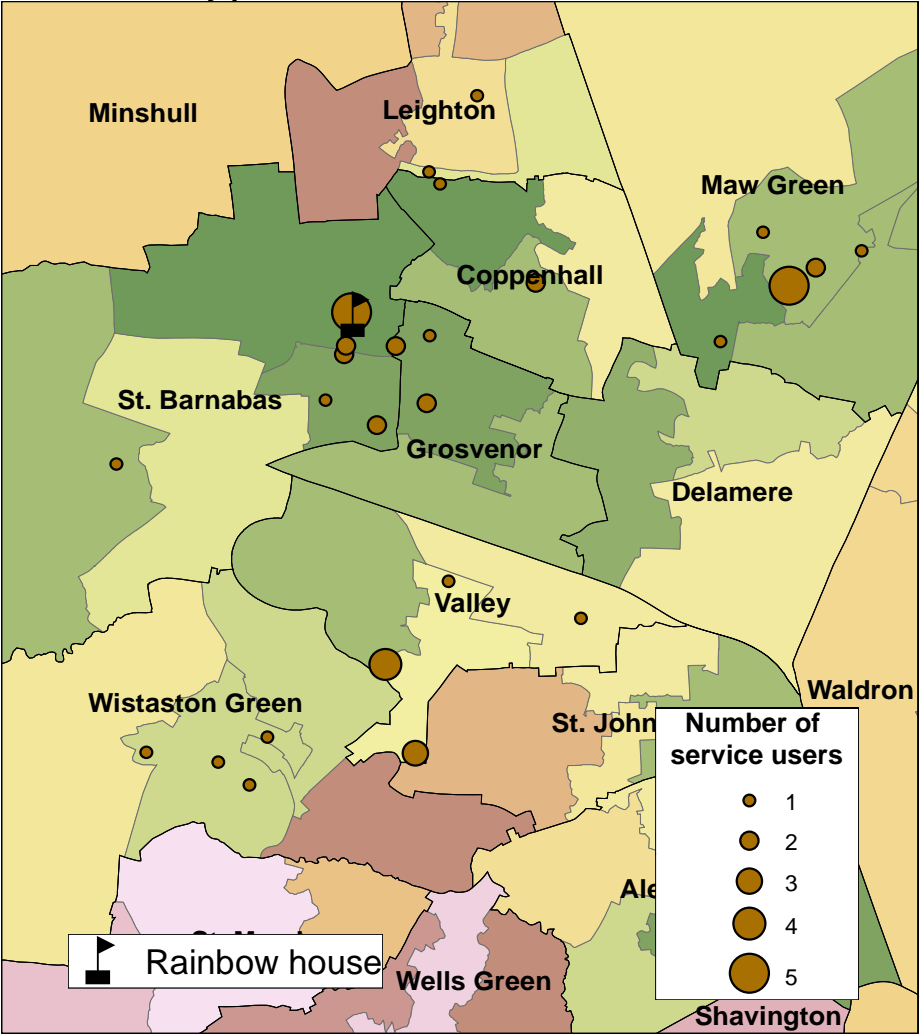
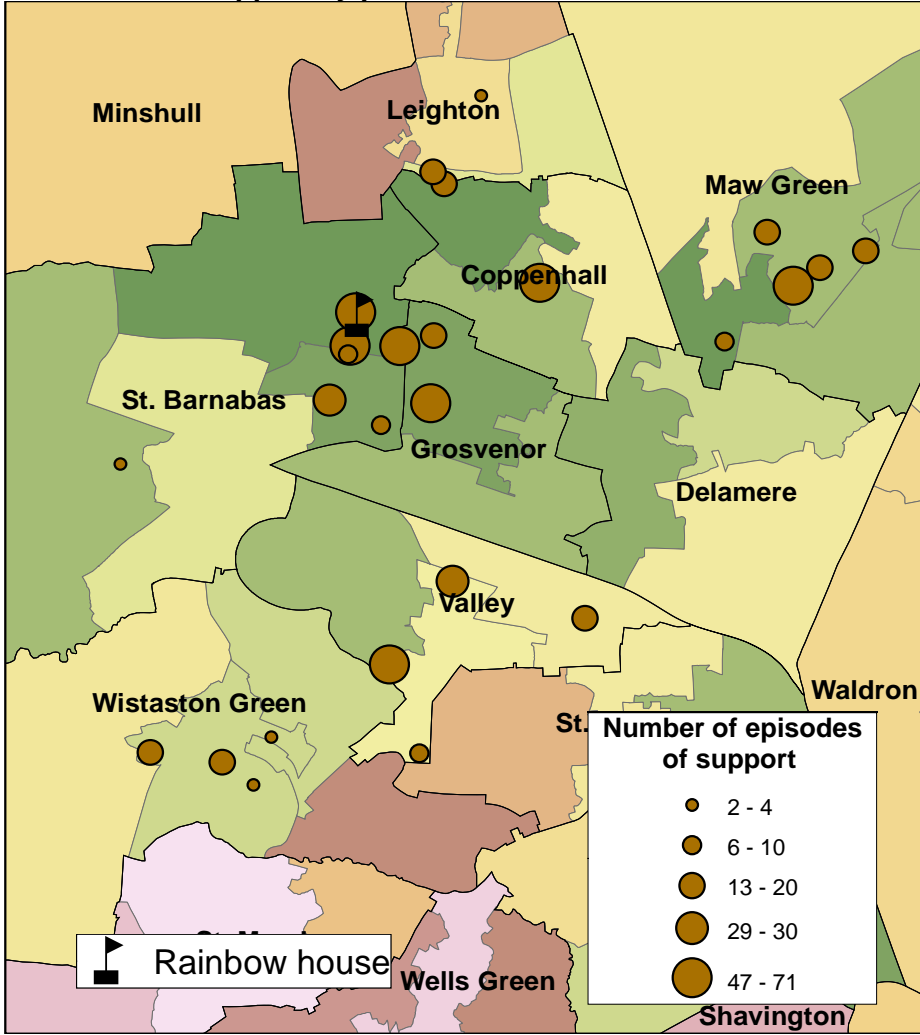


Figure 4.8.1.3 Crewe family support service episodes of support by postcode



Figures 4.8.1.2 and 4.8.1.3, illustrate that the majority of individuals accessing and receiving support from Crewe family support services come from the more deprived areas of Crewe when examining levels of deprivation throughout Cheshire by SOA.

Table 4.8.1.1 illustrates the primary reason for referral for each of the 55 individuals recorded by Crewe family support services.

Table 4.8.1.1 Primary reason for referrals to Crewe family support services

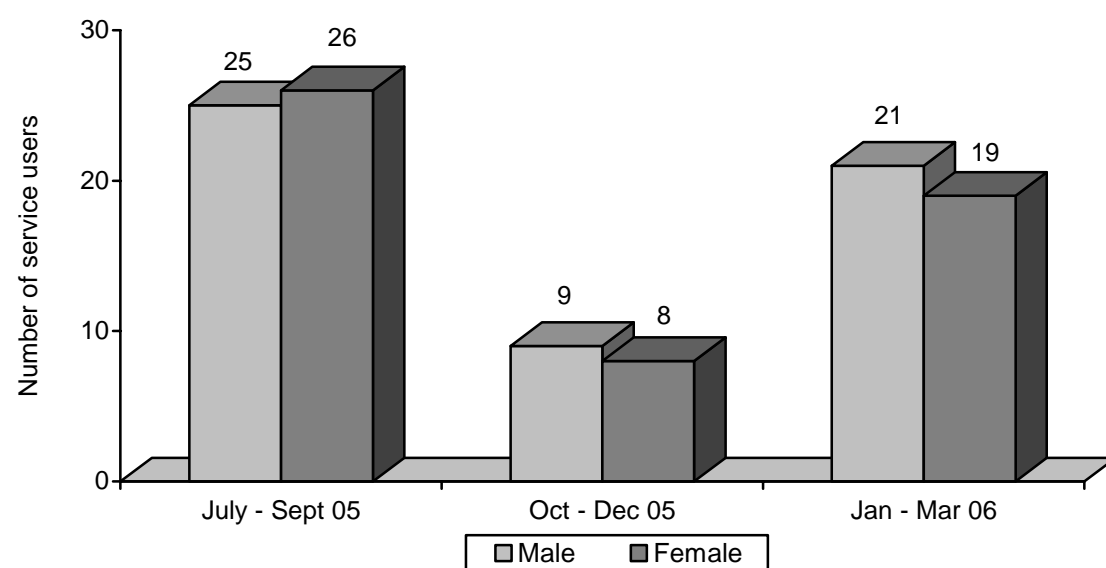
Primary reason for referral	Female	Male	Total	%
Parenting or family relationships	10	10	20	36
Challenging behaviour (at school or in the home)	7	12	19	35
Chaotic home life	3	2	5	9
Confidence/self-esteem (parent or child)	4	1	5	9
Physical and/or emotional abuse	2	0	2	4
Poor social skills	0	2	2	4
Social exclusion/isolation	1	1	2	4
Total	27	28	55	100

As Table 4.8.1.1 illustrates, parenting or family relationships was the most frequently reported primary reason for referral. Combined with challenging behaviour, they accounted for 71% of all referrals to Crewe family support services. Of those referred for challenging behaviour, 63% (12 out of 19) were made by males.

4.8.2 Service users

Between April 2005 to March 2006, 28 males (51%) and 27 females (49%) have accessed Crewe family support services. Figure 4.8.2.1 illustrates the sex of service users over the course of the nine months.

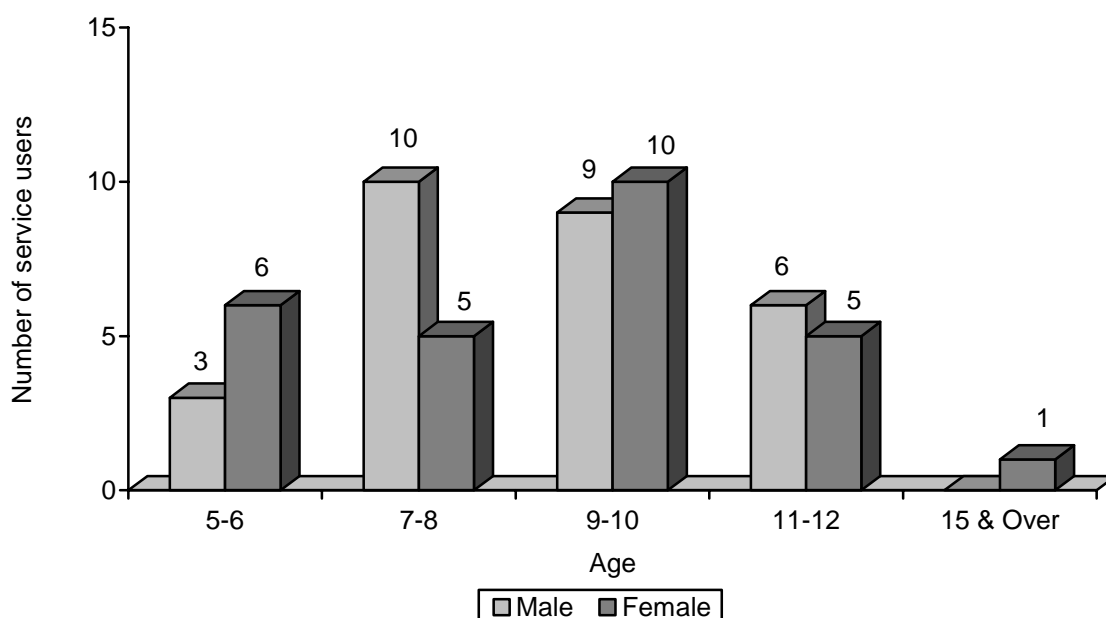
Figure 4.8.2.1 Number of Crewe family support service users by sex



When examining the sex of service users, whilst the number of service users has fluctuated, the ratio of males to females has remained relatively consistent throughout the nine month period.

The age of service users has been broken down and displayed in Figure 4.8.2.2

Figure 4.8.2.2 Age of Crewe family support service users between July 2005 - March 2006



As Figure 4.8.2.2 illustrates, the majority (98%, 54 out of 55) of individuals accessing Crewe family support services were found to be within the CCF target age of five to thirteen years old.

The majority of individuals accessing Crewe family support services were identified as White British (93%, 51). Four service users identified themselves as being of a different ethnic background; these included White Irish (3) and White and Black Caribbean (1).

Of the 55 individuals accessing Crewe family support services during the nine month period, 10 (18%) were identified as disabled and seven (13%) had a statement of SEN. All individuals identified with either a disability or SEN accessed services between July and September. However, between October and March, only one disabled individual accessed the service whilst no individuals had SEN.

It was possible to cross reference 54 of the 55 Crewe family support service users with Cheshire LEA's pupil database. Of those 54 individuals, 12 were identified as having a form of special need. These needs included cognition and learning needs (8), behaviour, emotional and social development (3) and other difficulty/disability (1).

When examining the numbers of individuals who received free school meals, 54% (29) of Crewe family support service users were entitled to free schools meals, as illustrated in Table 4.8.2.1.

Table 4.8.2.1 Crewe family support service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	15	14	29	54
No	12	13	25	46
Total	27	27	54	100

Of those service users entitled to free school meals, 52% (15) were male and 48% (14) female.

4.8.3 Multiple service usage

Of the 55 individuals who had received support from Crewe family support services, five were identified as receiving support from one additional CCF service provider. Table 4.8.3.1 illustrates the primary reason for referral of the five individuals who were receiving support from additional CCF services.

Table 4.8.3.1 Primary reason for referral for Crewe family support service users accessing multiple services

Primary reason for referral	Female	Male	Total	%
Parenting or family relationships	1	2	3	60
Chaotic home life	0	1	1	20
Challenging behaviour (at school or in the home)	1	0	1	20
Total	2	3	5	100

Of all Crewe family support service users, 9% (5 out of 55 individuals) received support from an additional CCF service.

4.9 Winsford schools support

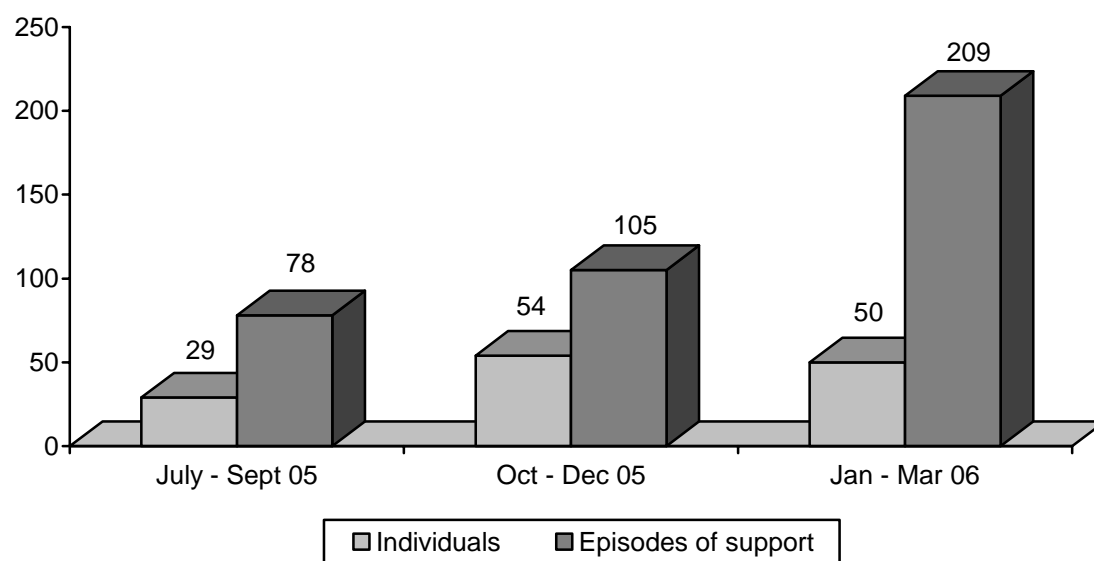
Winsford schools support project works to provide a complementary service to school pastoral staff, learning support staff and agency partners. The project aims to identify and remove barriers to learning that prevent individuals from achieving their full potential.

Home school mentors and a part-time co-ordinator work in both the school and community to ensure children receive the appropriate support. Work is also undertaken with parents/carers to help ensure the most is made of the learning support that is available. Such support includes learning via emotional support, anger management and speech and language development.

4.9.1 Service activity

Returns were made for nine of the twelve months due to incomplete service user records during the first quarter return. Over the nine months, 86 individuals accessed Winsford school support receiving a total of 392 episodes of support. Two individuals were identified as having been referred to Winsford school support on more than one occasion. Figure 4.9.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter between July 2005 and March 2006.

Figure 4.9.1.1 Winsford schools support service users and episodes of support between July 2005 - March 2006



As Figure 4.9.1.1 illustrates, there is a rise in both the number of service users and episodes of support over the nine month period. However, the 168% rise in episodes of support is far greater than the 72% rise in individuals accessing the service. Such a finding indicates greater levels of support to individuals accessing Winsford schools support.

Figure 4.9.1.2 illustrates those individuals accessing Winsford school support services by postcode. Figure 4.9.1.3 illustrates the number of episodes of support provided to Winsford school support users by postcode.

Figure 4.9.1.2 Winsford schools support service users by postcode

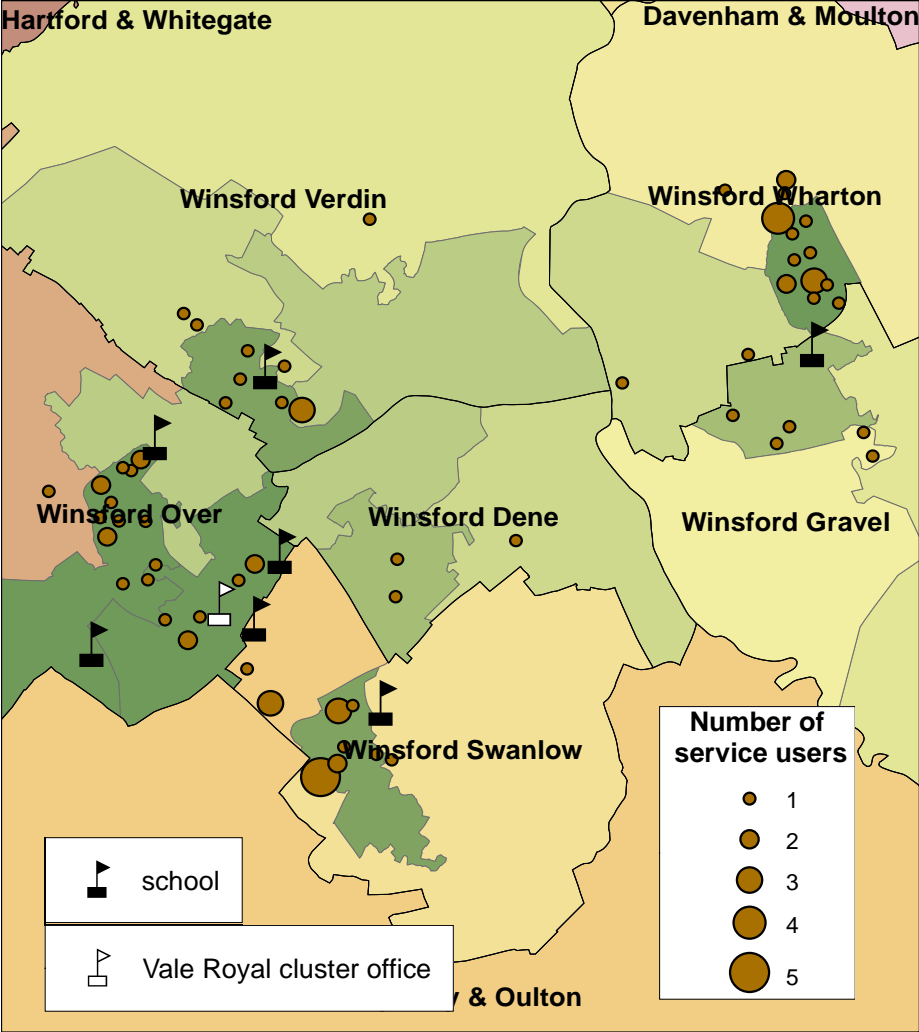
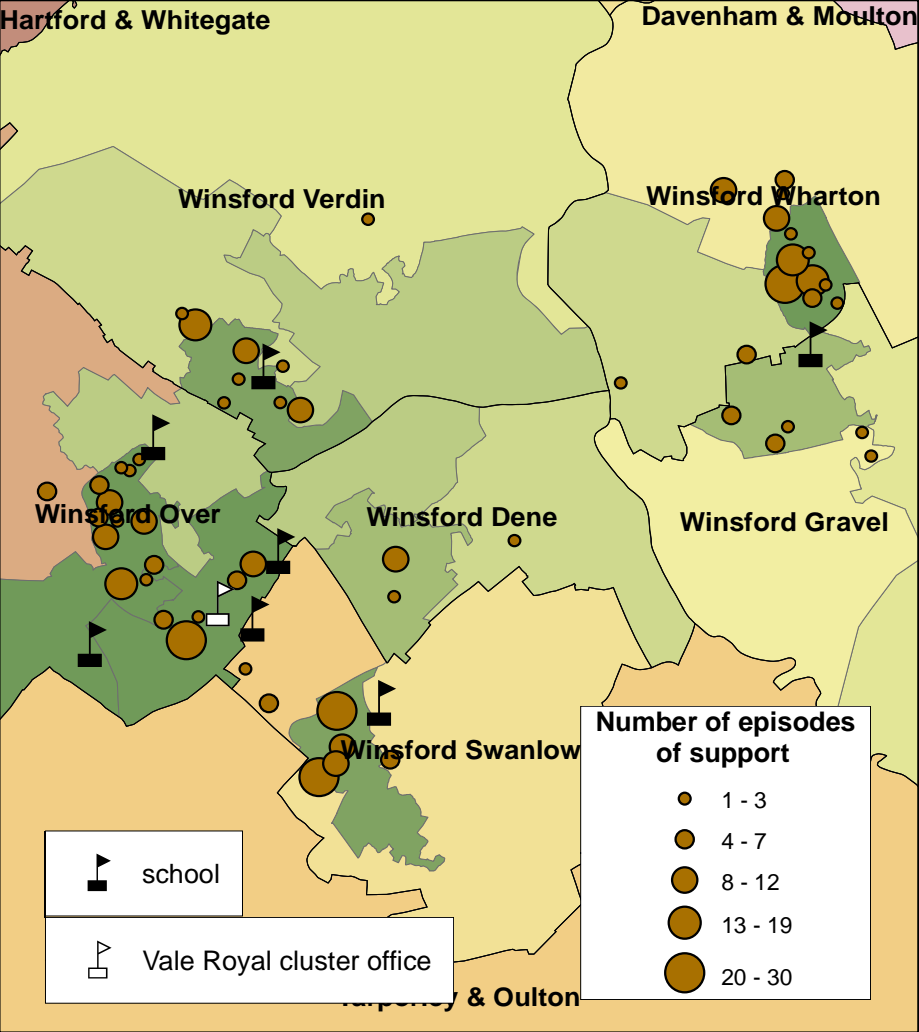


Figure 4.9.1.3 Winsford schools support episodes of support by postcode



Figures 4.9.1.2 and 4.9.1.3 illustrate that Winsford has high levels of deprivation when examining deprivation throughout Cheshire by SOA. All schools involved in the school support project were located in, or closely to, areas of high deprivation. It can be seen that the majority of individuals accessing Winsford school support come from the more deprived areas of Winsford, with those individuals from the higher ranked areas of deprivation appearing to receive more episodes of support.

Table 4.9.1.1 illustrates the primary reason for referral for each of the 86 individuals recorded by Winsford school support during the nine month period.

Table 4.9.1.1 Primary reason for referrals to Winsford schools support

Primary reason for referral	Female	Male	Total	%
Challenging behaviour (at school or in the home)	11	37	48	56
Poor attendance at school	5	8	13	15
Physical or mental health	5	5	10	12
Parenting or family relationships	4	2	6	7
Poor achievement at school	0	3	3	3
Caring responsibility (any)	1	1	2	2
Chaotic home life	0	2	2	2
Confidence/self-esteem (parent or child)	1	0	1	1
Poor social skills	0	1	1	1
Grand Total	27	59	86	100*

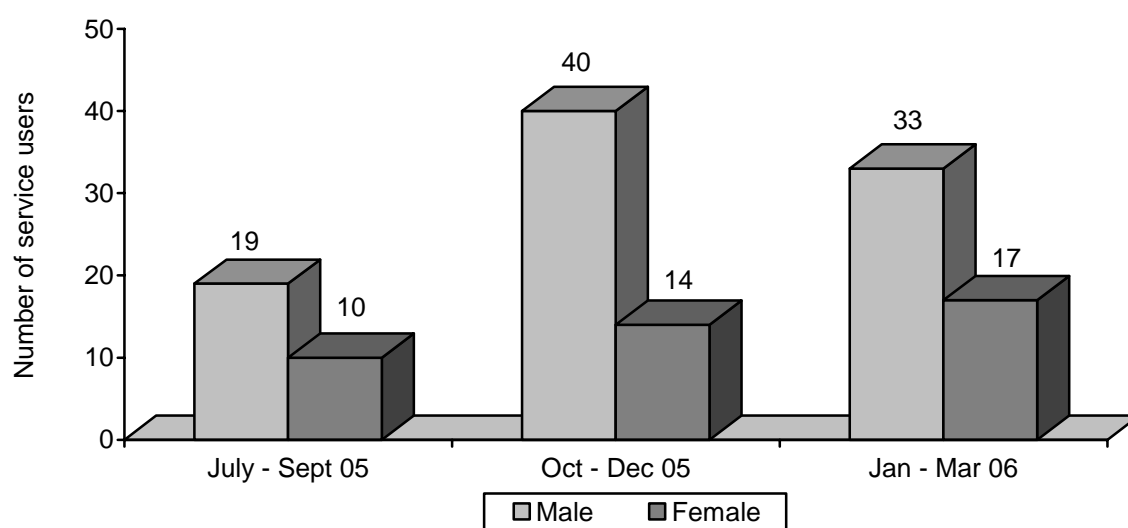
* Sum may not equal 100 due to rounding.

As Table 4.9.1.1 illustrates, challenging behaviour was the most frequently reported primary reason for referral. Challenging behaviour and poor attendance at school accounted for the majority (71%, 61 out of 86) of all individuals accessing Winsford schools support services. Of those, 74% (45) were male.

4.9.2 Service users

Between July 2005 to March 2006, 59 males (69%) and 27 females (31%) have accessed Winsford school support services. Figure 4.9.2.1 illustrates the sex of service users over the course of the analysis period.

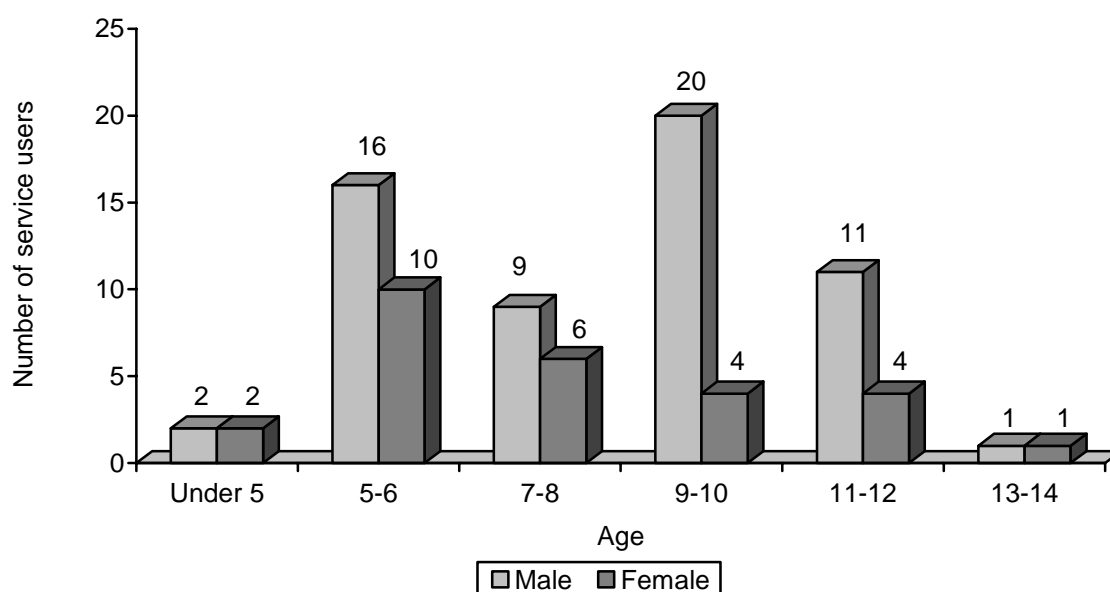
Figure 4.9.2.1 Number of Winsford schools support service users by sex



When examining the sex of service users, the number of males continued to exceed females. However, the ratio of males to females has remained relatively constant (2:1 males to females) with the exception of the October – December 2005 quarter.

The age of service users was also analysed and is displayed in Figure 4.9.2.2.

Figure 4.9.2.2 Age of Winsford schools support service users between July 2005 - March 2006



When examining the age groups of all Winsford school support service users no age group exhibited more females than males. Of those service users aged nine years and over, 78% (32 out of 41) were male.

The majority of individuals accessing Winsford school support services were identified as White British (97%, 84 individuals). Two service users identified themselves as being of a different ethnic background; these included White Asian (1) and Asian Bangladeshi (1).

Of the 86 individuals accessing Winsford school support during the analysis period, four were identified as disabled (5%), whilst three individuals had received a statement of SEN. All seven individuals attended between October and December 2005. The only other quarter in which a service user with SEN or a disability was recorded was January to March 2006. In this quarter one disabled service user accessed Winsford school support.

It was possible to cross reference 83 of the 86 Winsford school support users with Cheshire LEA's pupil database. Of those 83 individuals, seven were identified as having a form of special need. These needs included behaviour, emotional and social difficulty (3), cognition and learning needs (3) and communication and interaction needs (1).

When examining the numbers of individuals who received free school meals, 51% (42) of Winsford school support users were entitled to free schools meals as illustrated in Table 4.9.2.1.

Table 4.9.2.1 Winsford schools support service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	27	15	42	51
No	28	13	41	49
Total	55	28	83	100

Of those service users entitled to free school meals, 64% (27) were male and 36% (15) female.

4.9.3 Multiple service usage

Of the 86 individuals who had received support from Winsford school support, one female, aged seven, was identified as receiving support from an additional CCF service. The reason for referral was cited as parenting or family relationships.

4.10 South Cheshire Crossroads: young carers service

The project aims to support young carers aged 6-18, and their families, and to provide key links to additional agencies, both statutory and non-statutory. In doing so, it is hoped the young carers may be better supported, whilst also providing a place to meet others with similar issues, and where they can find mutual support and friendship.

The young carers service is delivered by a full-time children's services lead/young carers project worker who recruits volunteers to provide additional support. The support provided for young carers includes: practical help with caring tasks in the home, a listening ear, advice and advocacy, and breaks and time out from caring duties. Without such interventions caring can have a negative impact on a young carer's life, socially, educationally and in terms of their well being and mental and physical health.

4.10.1 Service activity

Between April 2005 to March 2006, 31 individuals accessed the young carers service receiving a total of 366 episodes of support. Figure 4.10.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 12 month period.

Figure 4.10.1.1 South Cheshire Crossroads service users and episodes of support by quarter April 2005 - March 2006

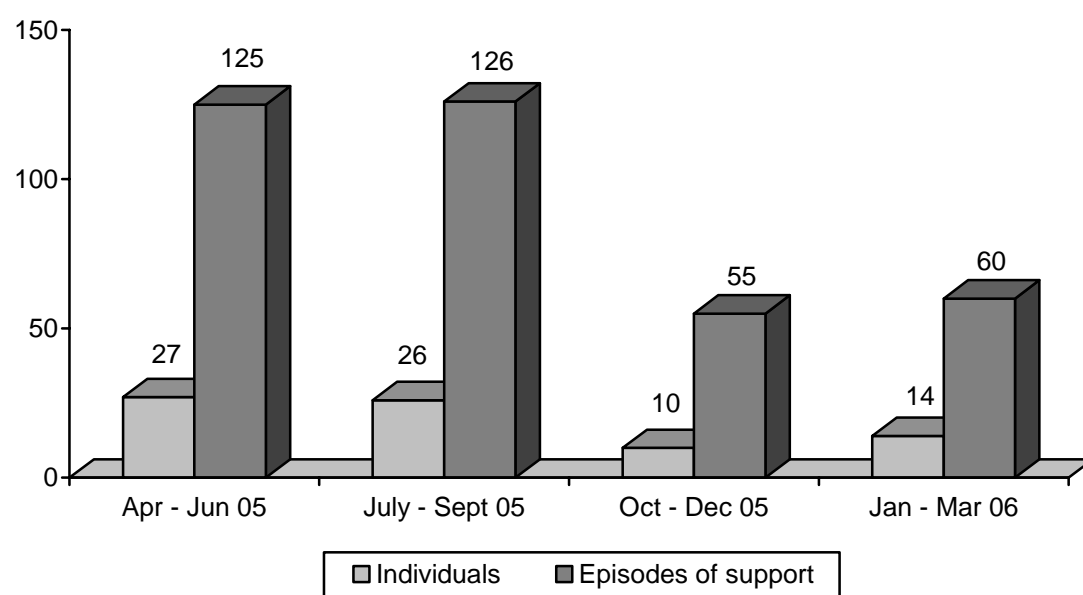


Figure 4.10.1.1 illustrates that over the 12 month period there is a 48% (13 individuals) decrease in the number of individuals accessing South Cheshire Crossroads young carers service, and a 52% (65) decrease in the number of contacts. Despite a fall in both the number of service users and contacts the intensity level of support remained consistent at an average of just over four contacts per person.

Figure 4.10.1.2 illustrates those individuals accessing South Cheshire Crossroads young carers service by postcode. Figure 4.10.1.3 illustrates the number of episodes of support provided to South Cheshire Crossroads young carers service users by postcode.

Figure 4.10.1.2 South Cheshire Crossroads Service users by postcode

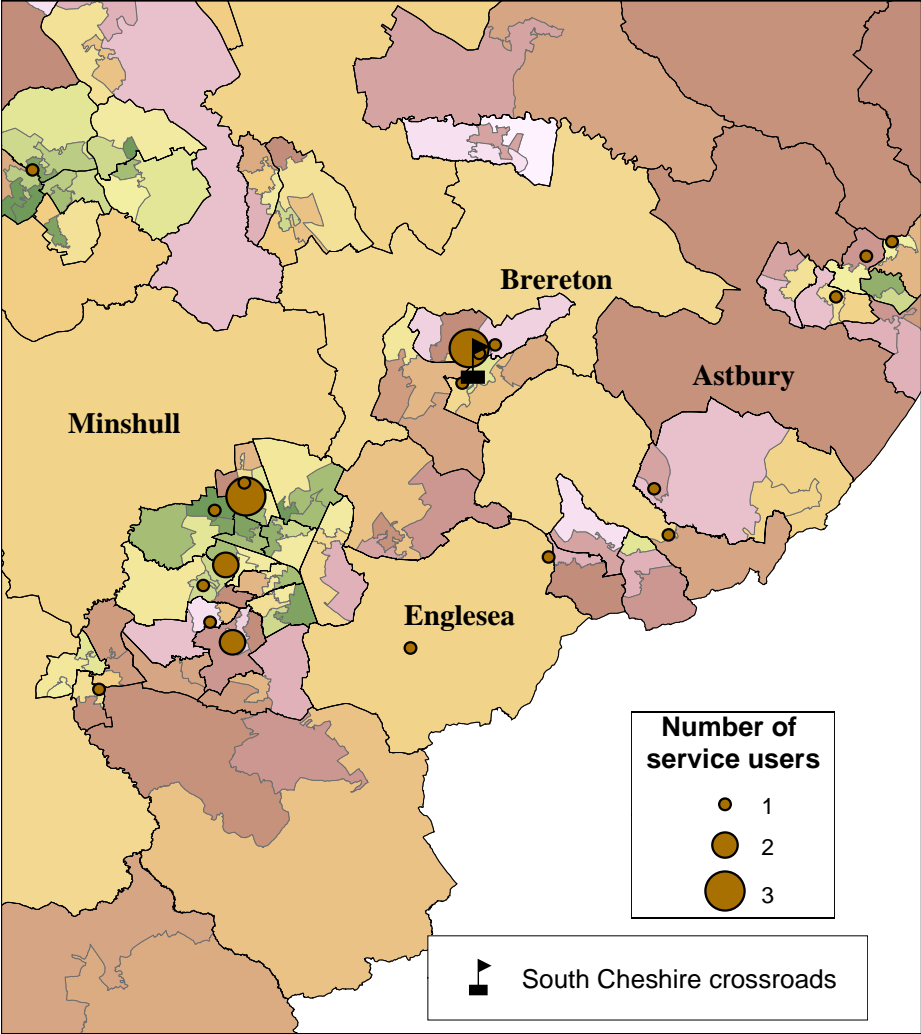
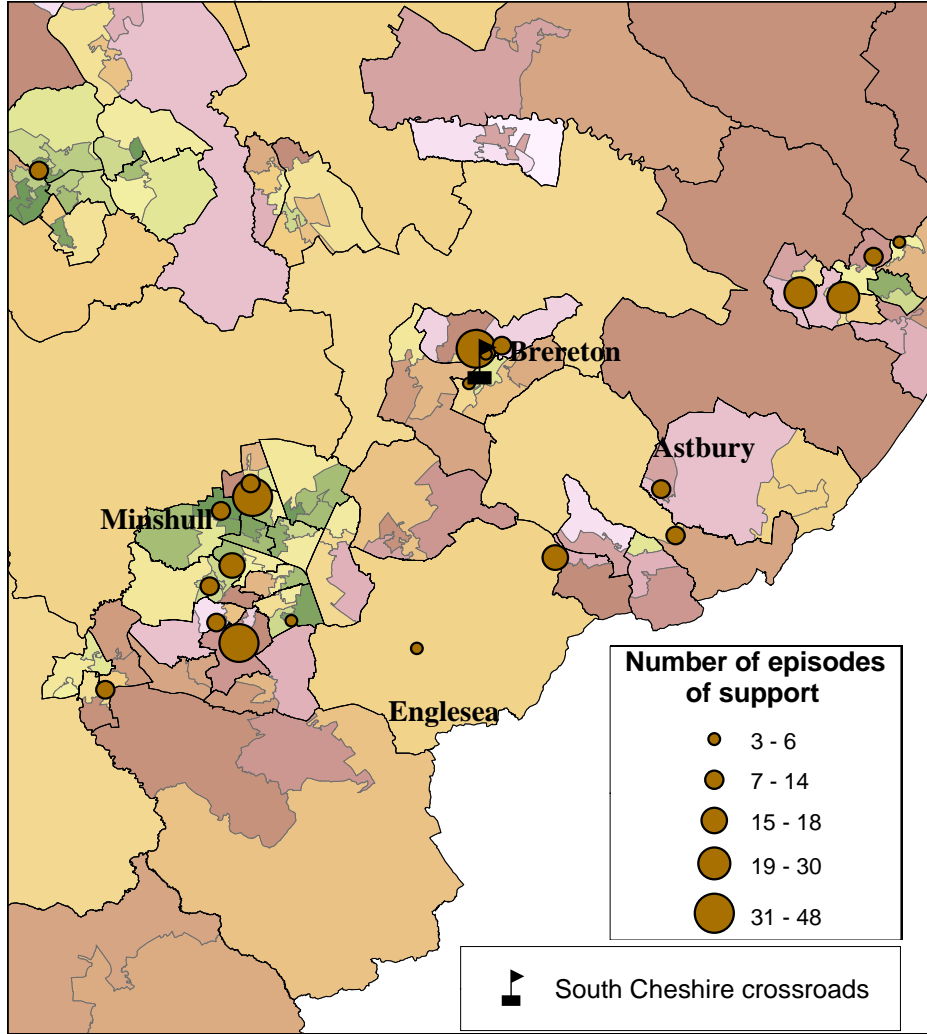


Figure 4.10.1.3 South Cheshire Crossroads episodes of support by postcode



Figures 4.10.1.2 and 4.10.1.3 illustrates a wide range of levels of deprivation in the South Cheshire Crossroads area. When examining service usage by deprivation, service users appear to come from a wide range of areas. In some cases the higher levels of support were found in less deprived areas. This indicates that many children, from diverse backgrounds, can have a caring role and be in need of support.

Table 4.10.1.1 illustrates the primary reason for referral for each of the 31 individuals recorded by South Cheshire Crossroads young carers service during the 12 month period.

Table 4.10.1.1 Primary reason for referrals to South Cheshire Crossroads: young carers service

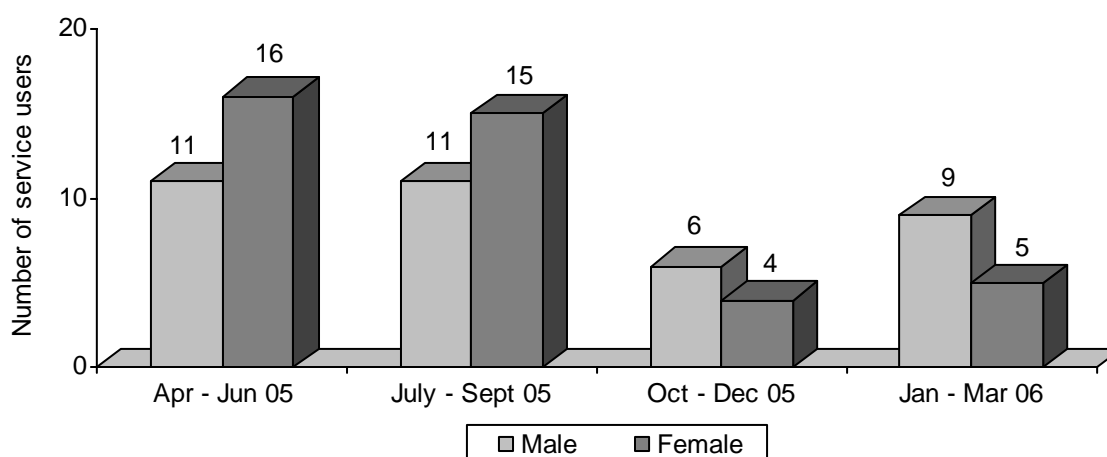
Primary reason for referral	Female	Male	Total	%
Caring responsibility (any)	17	14	31	100
Grand Total	17	14	31	100

As Table 4.10.1.1 illustrates, all referrals to the service were due to caring responsibilities. However, this does not accurately indicate the reasons why individuals have been referred. Reasons for referral to young carers projects are currently being addressed.

4.10.2 Service users

Between April 2005 to March 2006, 17 females (55%) and 14 males (45%) accessed the young carers service. Figure 4.9.2.1 illustrates the sex of service users over the course of the 12 month period.

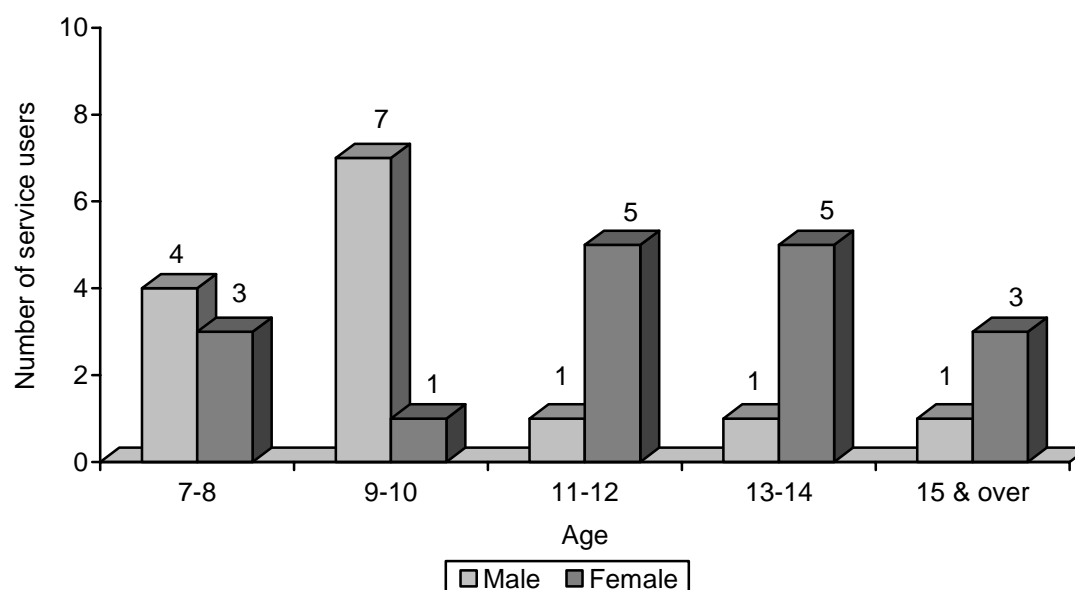
Figure 4.10.2.1 Number of South Cheshire Crossroads service users by sex



As Figure 4.10.2.1 illustrates, over the 12 month period there appears to be a 69% (11) decline in the number of females accessing the young carers service, whilst the number of males has remained relatively consistent.

The age of service users was also analysed and is displayed in Figure 4.10.2.2.

Figure 4.10.2.2 Age of South Cheshire Crossroads service users between April 2005 - March 2006



As Figure 4.10.2.2 illustrates, of those individuals aged between seven and ten years old, 73% (11 out of 15) were males, whilst 81% (13 out of 16) of service users aged 11 years and over, were female.

The majority of individuals accessing South Cheshire Crossroads young carers service were identified as White British (90%, 28). Three service users identified themselves as being of a different ethnicity, which included Other White (1) and Other (2).

None of the 31 service users were identified as having either a disability or SEN during the 12 month period.

It was possible to cross reference all 31 young carers service users with Cheshire LEA's pupil database. Of those 31 individuals, one child was identified as having a form of special need. This need was identified as a cognition and learning need.

When examining the numbers of individuals who received free school meals, 26% (8 individuals) of South Cheshire Crossroads young carers service users were entitled to free schools meals as illustrated in Table 4.10.2.1.

Table 4.10.2.1 South Cheshire Crossroads service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	3	5	8	26
No	10	13	23	74
Total	13	18	31	100

Of those service users entitled to free school meals, 63% (40) were male and 38% (3) female. With just 26% of all service users eligible for free school meals, this emphasises the diverse level of deprivation amongst service users.

4.10.3 Multiple service usage

Of the 31 individuals who had received support from South Cheshire Crossroads young carers service, two (6%) were identified as receiving support from an additional CCF service provider. Both service users were male, aged seven and nine years old and came from differing postcodes. Of all males accessing South Cheshire Crossroads 15% (2 out of 13) received support from an additional service.

4.11 East Cheshire Crossroads: caring for carers project

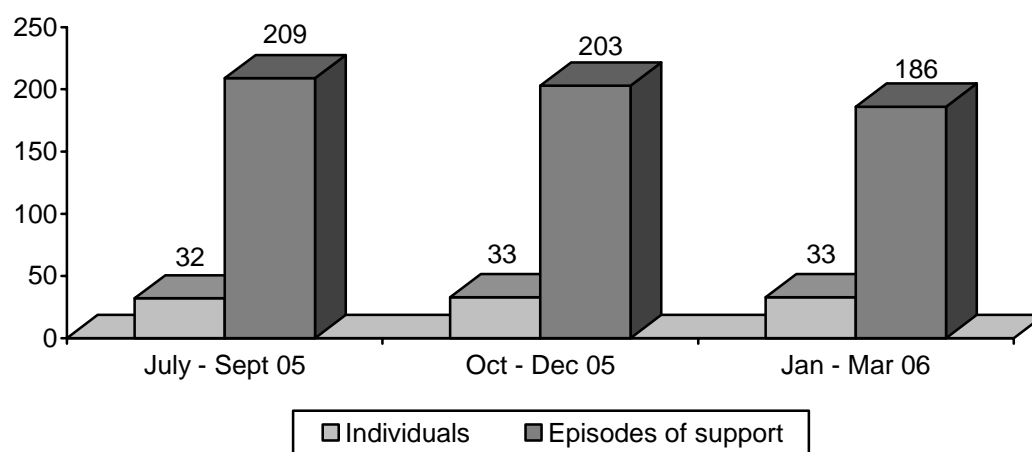
The caring for carers project provides support to children and young people who are affected by caring for a parent, sibling or relative. The caring for carers project was established to provide a young children's co-ordinator to help ensure that children who have a caring responsibility enjoy the same life chances as other children. The project provides a place where young people are able to meet others with similar issues, and where they can find mutual support and friendship. In addition, the project aims to provide a key link to additional statutory and non-statutory agencies.

The service aims to strengthen the parent/child relationship, with the focus on supporting children to access social, leisure and education services within their school, their local community and the Borough of Macclesfield. Without such interventions caring can have a negative impact on the life of young carers, socially and educationally as well as affecting their mental and physical well being.

4.11.1 Service activity

Over the nine month period, 33 individuals accessed the East Cheshire Crossroads caring for carers project receiving a total of 598 episodes of support. Figure 4.11.1.1 illustrates the number of individual service users and episodes of support during each quarter of the analysis period.

Figure 4.11.1.1 East Cheshire Crossroads service users and episodes of support by quarter April 2005 - March 2006



As Figure 4.11.1.1 illustrates, the number of services users has remained consistent over the nine month period. However, there is a 12% drop in the number of episodes of support, indicating a reduction in the intensity of support to service users.

Figure 4.11.1.2 illustrates those individuals accessing the caring for carers project by postcode. Figure 4.11.1.3 illustrates the number of episodes of support provided to caring for carers service users by postcode.

Figure 4.11.1.2 East Cheshire Crossroads service users by postcode

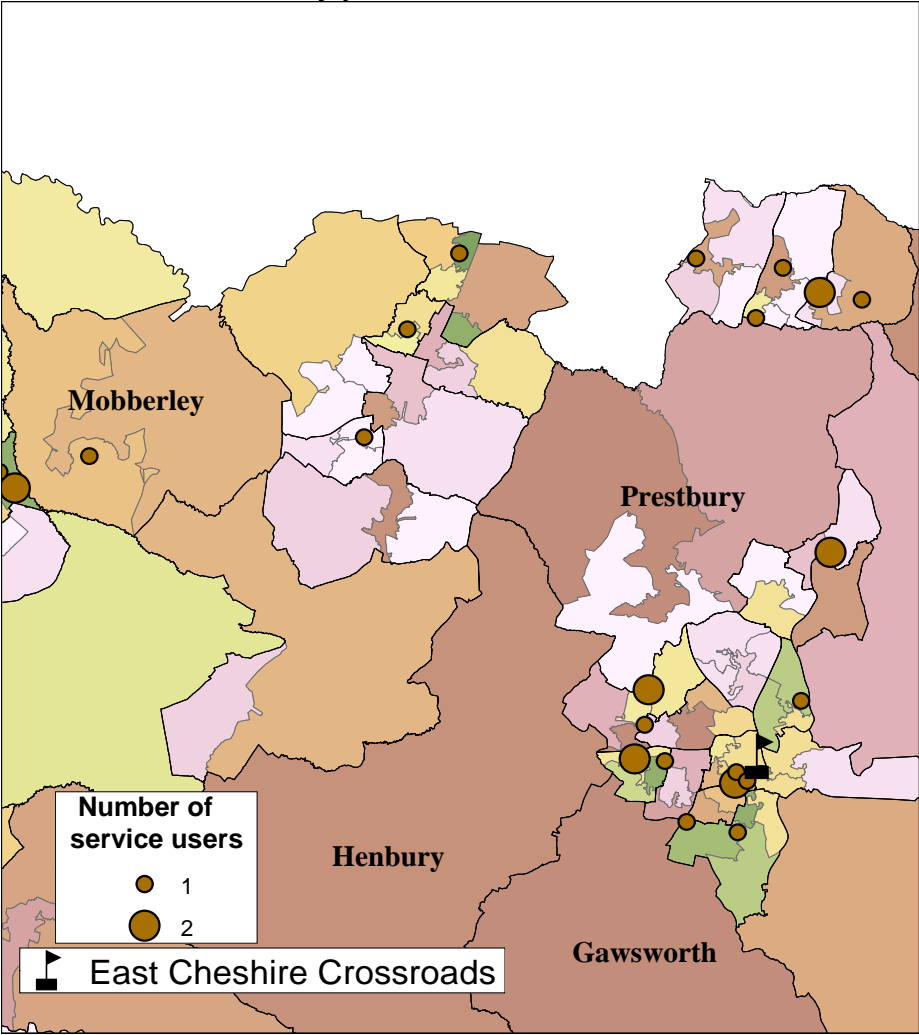
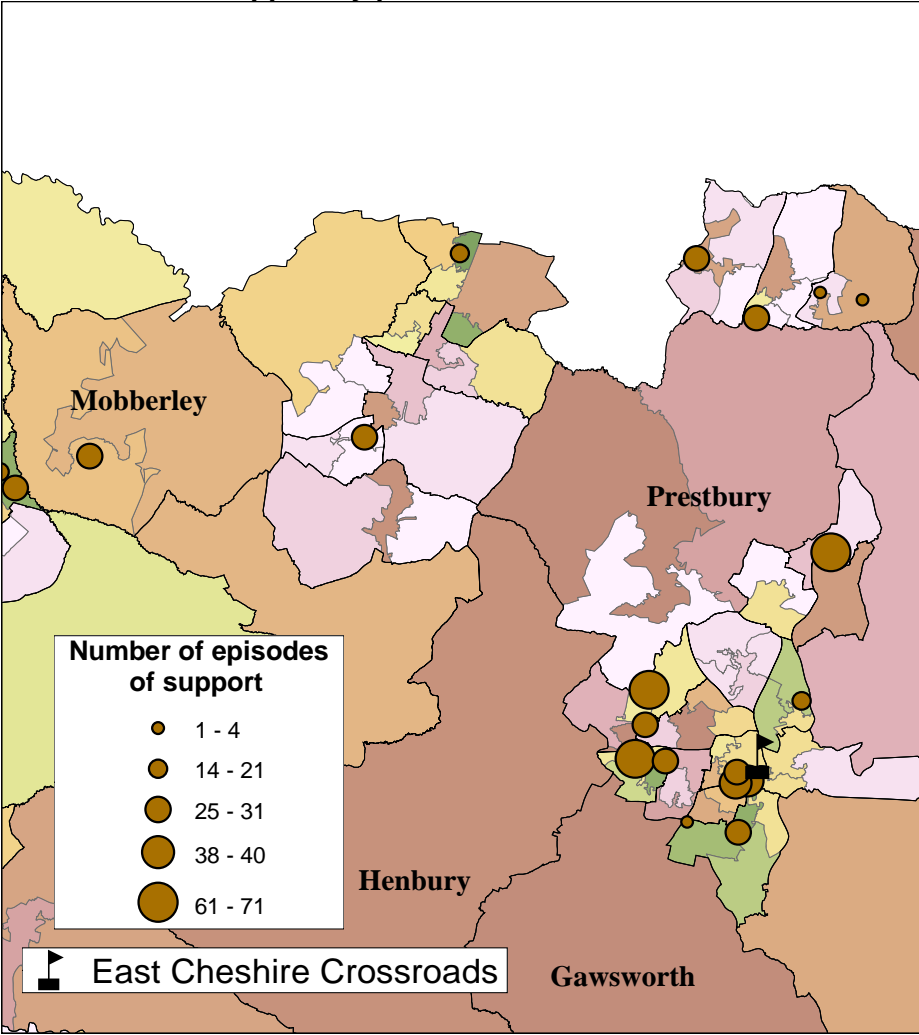


Figure 4.11.1.3 East Cheshire Crossroads episodes of support by postcode



Figures 4.11.1.2 and 4.11.1.3 illustrates a wide range of levels of deprivation in the East Cheshire Crossroads area by SOA. When examining the levels of service usage by deprivation, there appears to be higher levels of service usage from the more deprived areas.

Table 4.11.1.1 illustrates the primary reason for referral for each of the 33 individuals recorded by East Cheshire Crossroads caring for carers project during the nine month period.

Table 4.11.1.1 Primary reason for referrals to East Cheshire Crossroads

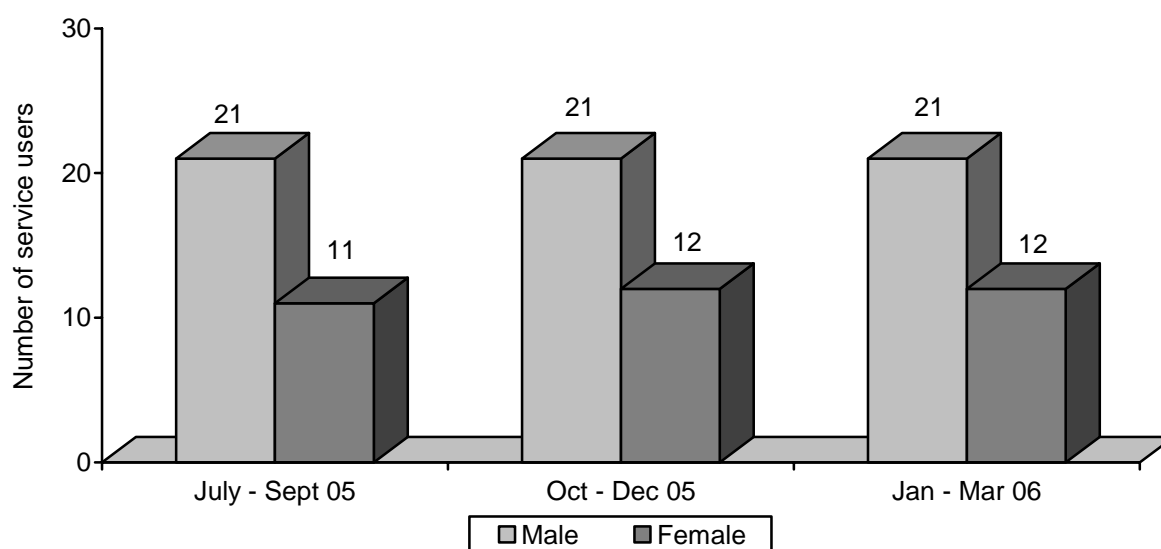
Primary reason for referral	Female	Male	Total	%
Caring responsibility (any)	11	21	32	97
Social exclusion/isolation	1	0	1	3
Total	12	21	33	100

As Table 4.11.1.1 illustrates, caring responsibility accounted for 97% (32) of all referrals to East Cheshire Crossroads caring for carers project. Of those 32 individuals, 68% (21) were male compared to 32% (11) females.

4.11.2 Service users

Between July 2005 to March 2006, 21 males (64%) and 12 females (36%) have accessed East Cheshire Crossroads caring for carers project. Figure 4.11.2.1 illustrates the sex of service users over the course of the nine month period.

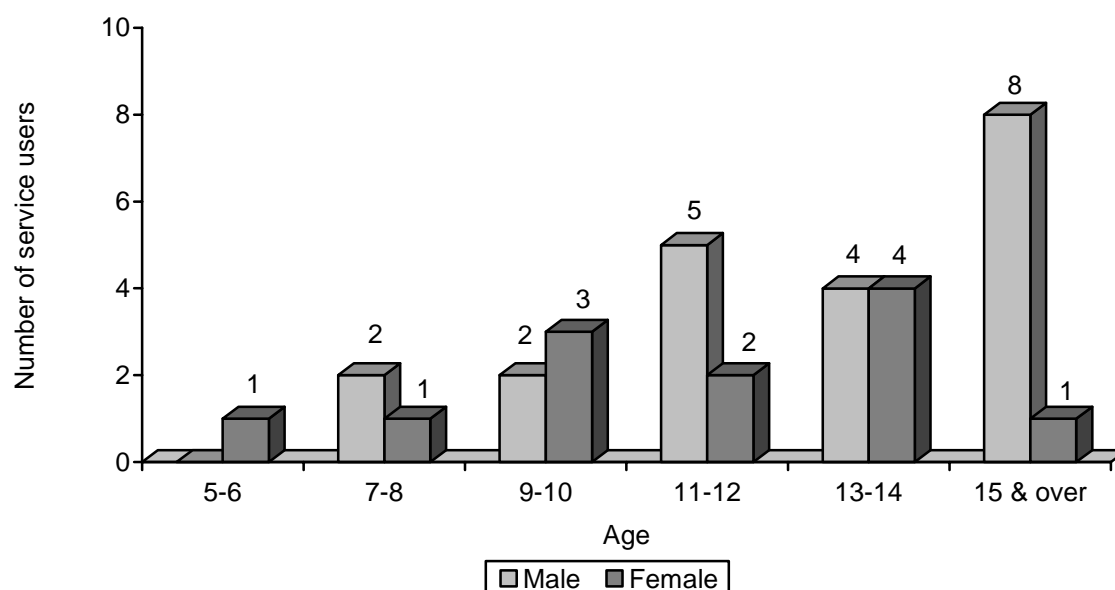
Figure 4.11.2.1 Number of East Cheshire Crossroads service users by sex



When examining the sex of service users, the number of males and females has remained consistent over the nine month analysis period with a ratio of close to 2:1 for males to females.

The age of service users was also analysed and is displayed in Figure 4.11.2.2

Figure 4.11.2.2 Age of East Cheshire Crossroads service users between July 2005 - March 2006



The majority of individuals accessing East Cheshire Crossroads caring for carers project were aged 11 years old and over (73%, 24 out of 33). Of those aged 15 years old and over, 89% were male.

The majority of individuals accessing the East Cheshire Crossroads caring for carers project were identified as White British (94%, 31). Two service users identified themselves as being of a different ethnicity: these included Other Mixed (1) and Other White (1).

Of the 33 individuals accessing caring for carers services during the nine month period, six were identified as having a statement of SEN, whilst one received support under the SEN code of practice. Between July and September 2005, 22% (7 out of 32) of all service users were identified as having a SEN. All seven individuals accessed services in each of the three quarters.

It was possible to cross reference 32 of the 33 East Cheshire Crossroads caring for carers project users with Cheshire LEA's pupil database. Of those 32 individuals, six individuals were identified as having a form of SEN. These needs included cognition and learning needs (5) and behaviour, emotional and social difficulty (1).

When examining the numbers of individuals who received free school meals, 38% (12) of caring for carers service users were entitled to free school meals as illustrated in Table 4.11.2.1.

Table 4.11.2.1 East Cheshire Crossroads service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	7	5	12	38
No	13	7	20	63
Total	20	12	32	100*

*Sum may not equal 100 due to rounding.

Of those service users entitled to free school meals, 58% (7) were male and 42% (5) were female. Overall, 38% of all service users were eligible for free school meals, compared with 47% of all CCF service users.

4.11.3 Multiple service usage

Of the 33 individuals who had received support from East Cheshire Crossroads, none were identified as receiving support from any additional CCF service providers.

4.12 West Cheshire young carers service

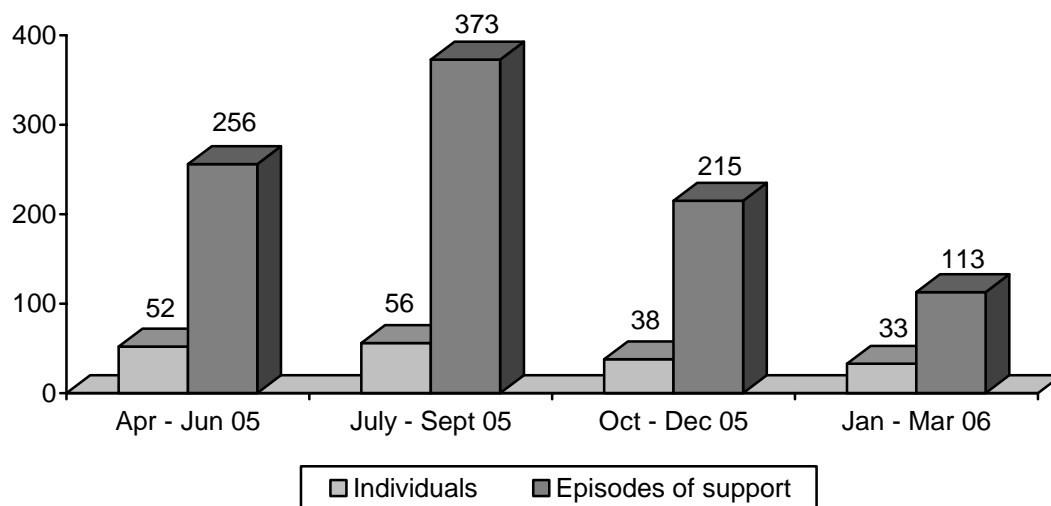
The young carers project offers the chance to engage in activities, meet other young carers, and develop teamwork, leadership and communication skills. A wide variety of support is provided through training zones. The learning zone offers educational development, whilst the snaps zone offers support to those carers whose siblings have special needs. The awareness zone provides some medical knowledge. The web zone provides online resources for young carers, families, professionals and volunteers. Additional support includes personal and social skills development. The project aims to provide a key link to additional statutory and non-statutory agencies.

The service activities all aim to strengthen the parent/child relationship, with the focus on supporting children and young people to enable them to access social, leisure and education services within their school and their local community.

4.12.1 Service activity

Over the 12 month period, 66 individuals accessed the West Cheshire young carers service receiving a total of 957 episodes of support. Figure 4.12.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter.

Figure 4.12.1.1 Service users and episodes of support by quarter April 2005 - March 2006



When examining the number of service users and episodes of support as shown in Figure 4.12.1.1, there is a decline in both the number of service users and episodes of support over the 12 month period. A 36% (19) decline in the number of service

users was observed, whilst episodes of support has decreased by 56% (143 episodes). Such a finding would indicate individuals were being less intensely supported.

Figure 4.12.1.2 illustrates those individuals accessing the young carers service by postcode. Figure 4.12.1.3 illustrates the number of episodes of support provided to the young carers service users by postcode.

Figure 4.12.1.2 West Cheshire young carers service users by postcode

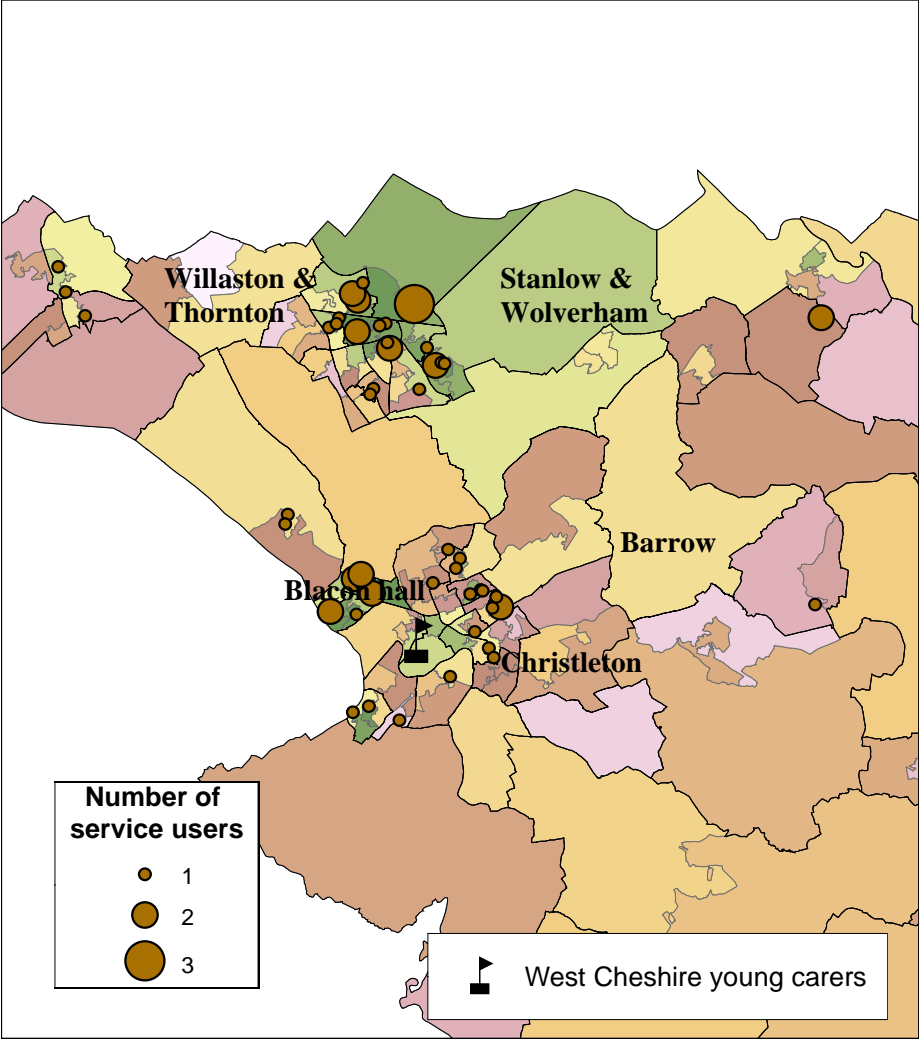
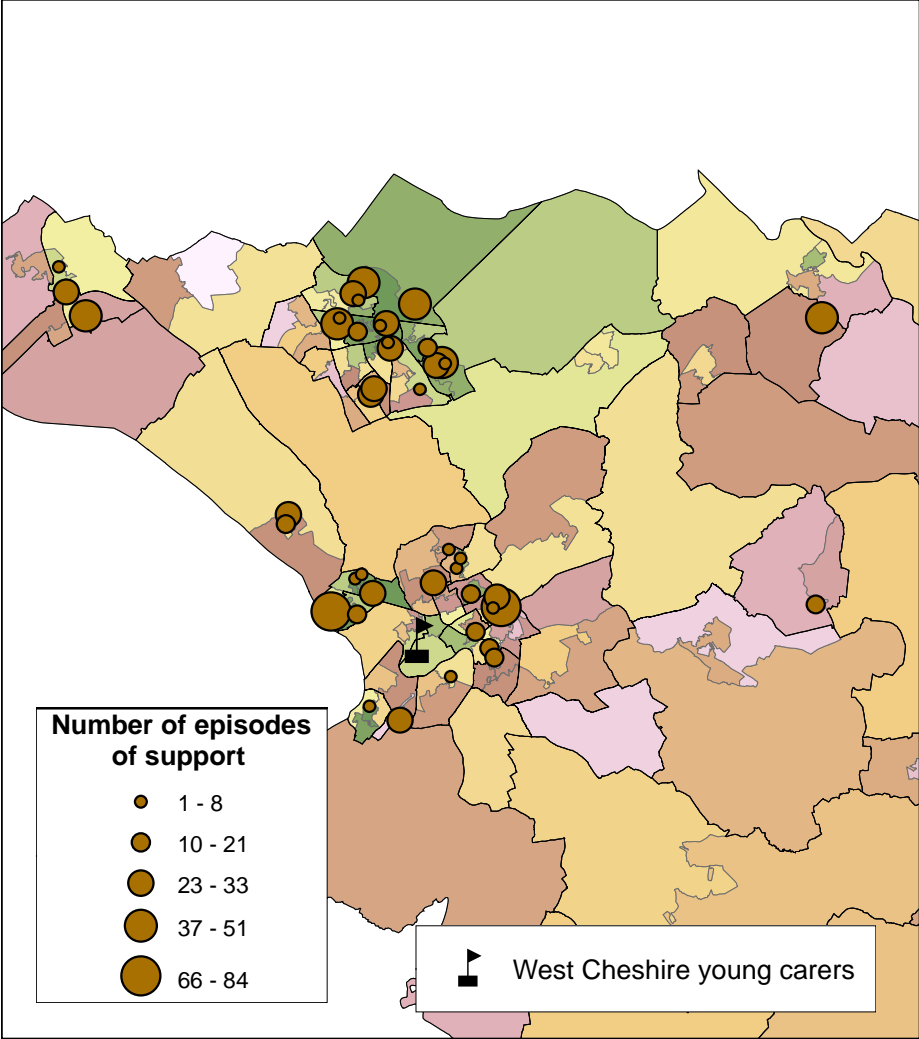


Figure 4.12.1.3 West Cheshire young carers episodes of support by postcode



Figures 4.12.1.2 and 4.12.1.3, illustrate that the majority of individuals accessing and receiving support from West Cheshire young carers service come from the more deprived areas when examining the levels of deprivation by SOA throughout Cheshire. Services are held in a variety of venues throughout the West Cheshire area.

Table 4.12.1.1 illustrates the primary reason for referral for each of the 66 individuals recorded by West Cheshire young carers support service during the 12 month period.

Table 4.12.1.1 Primary reason for referrals to West Cheshire young carers

Primary reason for referral	Female	Male	Total	%
Caring responsibility (any)	18	14	32	48
Social exclusion/isolation	7	3	10	15
Chaotic home life	4	3	7	11
Confidence/self-esteem (parent or child)	5	2	7	11
Poor attendance at school	3	2	5	8
Other	1	1	2	3
Challenging behaviour (at school or in the home)	0	1	1	2
Parenting or family relationships	0	1	1	2
Unknown	0	1	1	2
Total	38	28	66	100*

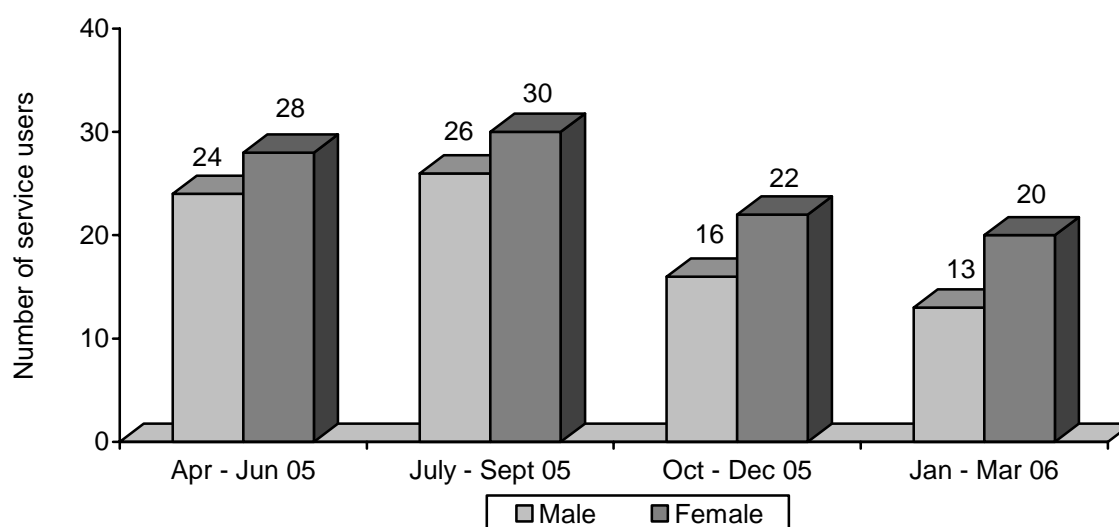
* Sum may not equal 100 due to rounding.

As Table 4.12.1.1 illustrates, caring responsibility was the most frequently reported primary reason for referral. However, 52% of referrals have a primary reason that indicates why the individual carer needs support. Of those referred for social exclusion/isolation, 70% (7 out of 10) were female.

4.12.2 Service users

Between April 2005 to March 2006, 38 females (58%) and 28 males (42%) have accessed the young carers service. Figure 4.12.2.1 illustrates the sex of service users over the course of the 12 month period.

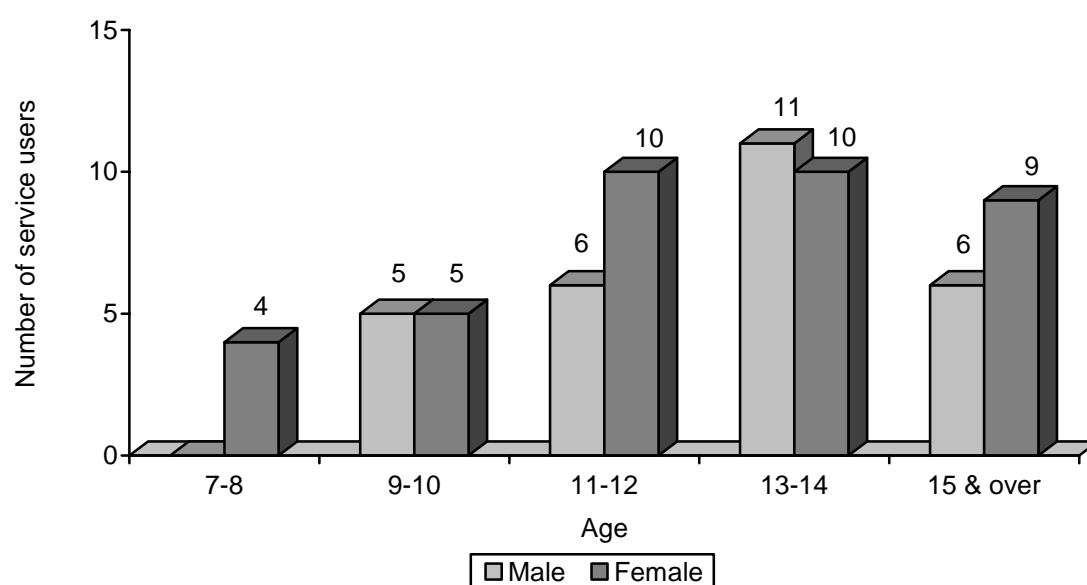
Figure 4.12.2.1 Number of West Cheshire young cares service users by sex



When examining the sex of service users, the number of both males and females accessing the service has decreased. However, the ratio of females to males has increased from 1.2:1 in April and June 2005 to 1.5:1 in January and March 2006.

The age of service users was also analysed and is displayed in Figure 4.12.2.2.

Figure 4.12.2.2 Age of West Cheshire young cares service users between April 2005 - March 2006



The majority of individuals accessing West Cheshire young carers support services were aged 11 years old and over (79%, 52 individuals). The only category found to have more males than females was the 13-14 year age category.

All individuals accessing the young carers services whose ethnicity was known were identified as White British (65 out of 66). The ethnicity of one service user was unknown.

Of the 66 individuals accessing the young carers service during the 12 month period, no individuals were identified as disabled. Two individuals were identified as having a statement of SEN, who were both seen between January and March 2006. A single individual received support under the SEN code of practice during the first two quarters of the analysis period.

It was possible to cross reference 64 of the 66 West Cheshire young carers service users with Cheshire LEA's pupil database. Of those 64 individuals, nine were identified as having a form of special need. These needs included cognition and learning needs (5), behaviour, emotional and social development (3), and communication and interaction needs (1).

When examining the numbers of individuals who received free school meals, 67% (43) of young carers service users were entitled to free schools meals as illustrated in Table 4.12.2.1.

Table 4.12.2.1 Service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	18	25	43	67
No	10	11	21	33
Total	28	36	64	100

Of those service users entitled to free school meals, 58% (25) were female and 42% (18) male. Overall, 67% of service users were eligible for free school meals, which indicates the service works with children living in more deprived areas.

4.12.3 Multiple service usage

Of the 66 individuals who had received support from the young carers service, four (6%) females were identified as receiving support from additional CCF service providers. However, of these, two individuals had received support from two additional services. Table 4.12.3.1 illustrates the primary reason for referral of the four females who received support from additional CCF services.

Table 4.12.3.1 Primary reason for referral of service users accessing multiple services

Primary reason for referral	Number of additional services		Total	%
	1	2		
Caring responsibility (any)	2	0	2	50
Chaotic home life	0	2	2	50
Total	2	2	4	100

As Table 4.12.3.1 illustrates, those individuals accessing two additional CCF services were referred due to a chaotic home life. Therefore, 50% (two out of four) of all females referred to the young carers project for a chaotic home life accessed three CCF services. When examining the sex of all service users with those individuals accessing additional CCF services, 11% (four out of 38) of females received support from an additional CCF service.

When comparing the age of all West Cheshire young carers service users with those individuals accessing additional CCF services, 19% (three out of 16) of those aged between 11 and 12 years old accessed additional CCF services. All four accessing additional CCF services came from differing postcode.

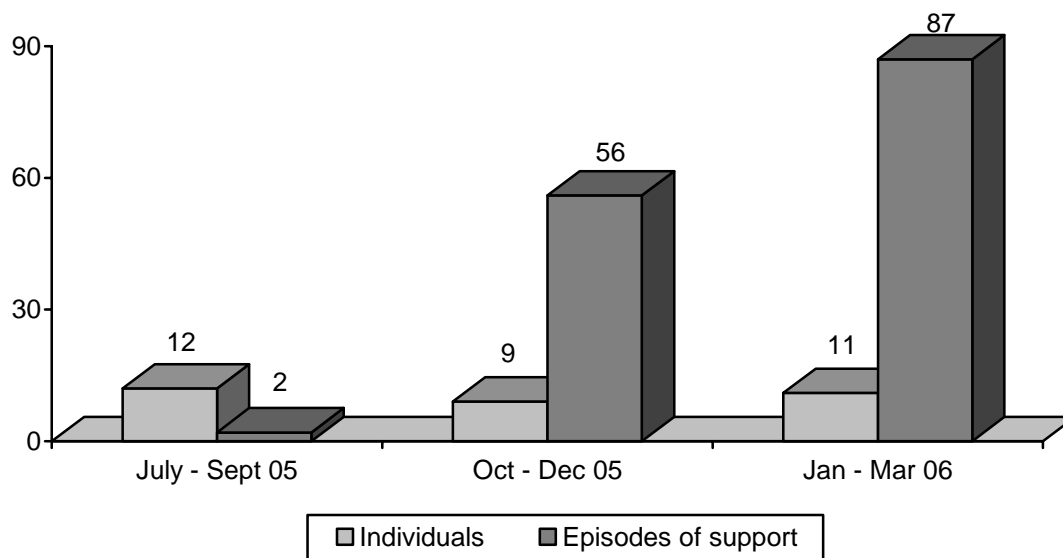
4.13 West Cheshire young carers service (Vale Royal)

This is a new project which is undertaken in the Vale Royal district and is overseen by the West Cheshire young carers team. The service offered is based upon the same principles as the service delivered in West Cheshire.

4.13.1 Service activity

Over the nine month period, 18 individuals accessed the young carers Vale Royal service receiving a total of 145 episodes of support. Figure 4.13.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the analysis period.

Figure 4.13.1.1 Young carers service (Vale Royal) service users and episodes of support by quarter July 2005 - March 2006



This service established a client base in July – September 2005. When examining young carers service users, the average number of contacts per person has continued to increase over the nine month period. Such a finding indicates individuals are being more intensely supported as the service develops. However, with Vale Royal young carers being a newly established service, a longer period of data returns are required to allow full and meaningful analysis.

Figure 4.13.1.2 illustrates those individuals accessing young carers Vale Royal service by postcode. Figure 4.13.1.3 illustrates the number of episodes of support provided to young carers Vale Royal service users by postcode.

Figure 4.13.1.2 Young carers service (Vale Royal) service users by postcode

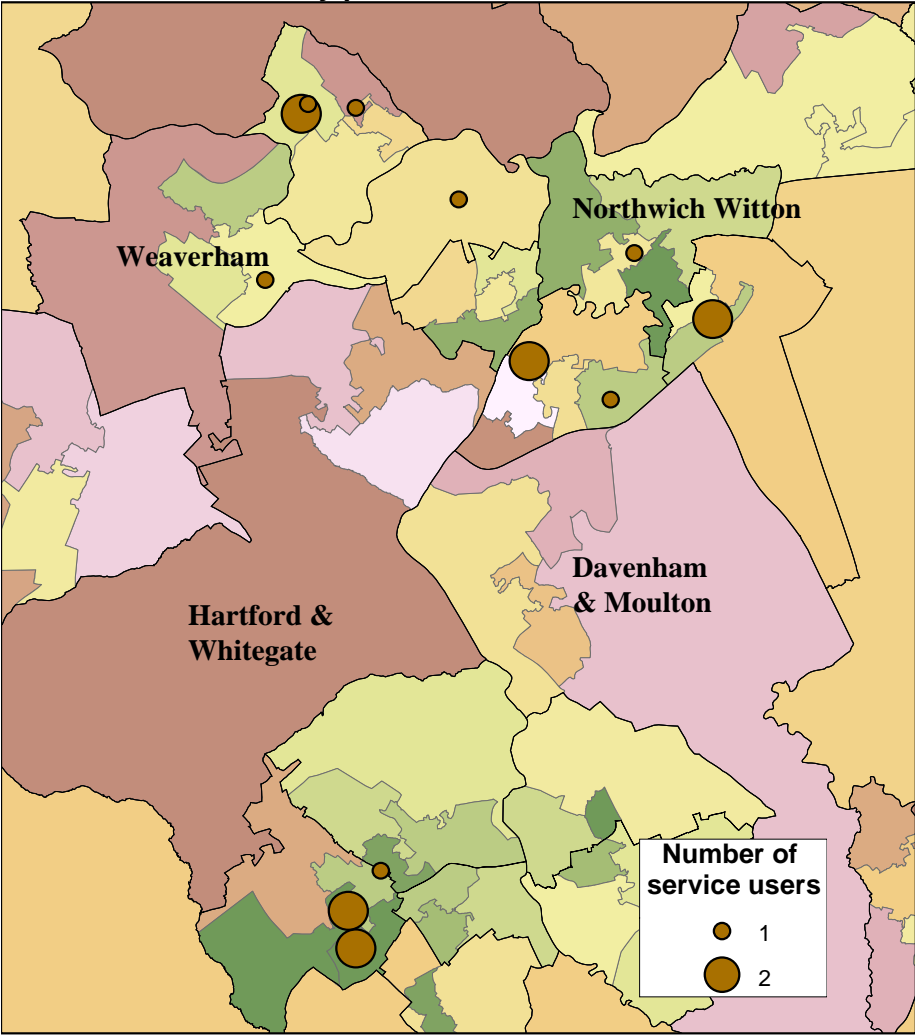
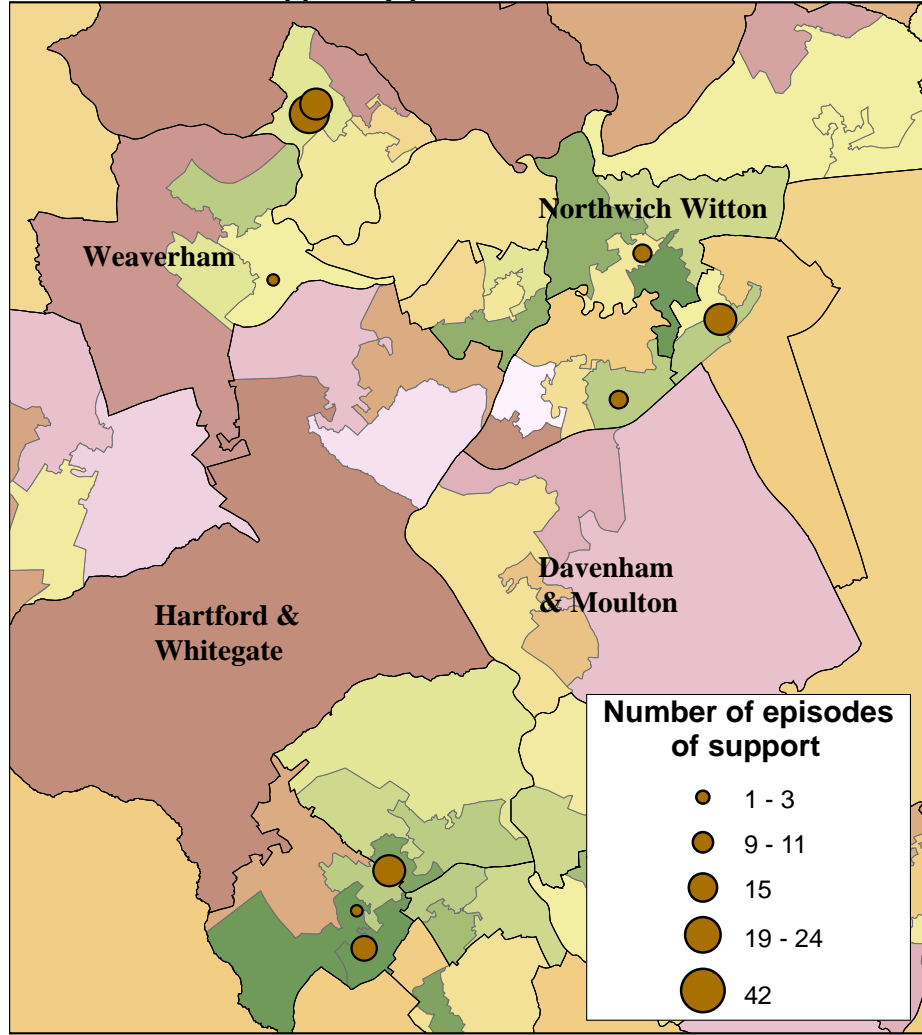


Figure 4.13.1.3 Young carers service (Vale Royal) episodes of support by postcode



Figures 4.13.1.2 and 4.13.1.3 illustrate that the majority of individuals accessing and receiving support from young carers Vale Royal service come from some of the more deprived areas of Vale Royal when examining levels of deprivation by SOA.

Table 4.13.1.1 illustrates the primary reason for referral for each of the 18 individuals recorded by young carers Vale Royal service during the nine month period.

Table 4.13.1.1 Primary reason for referrals to Young carers service (Vale Royal)

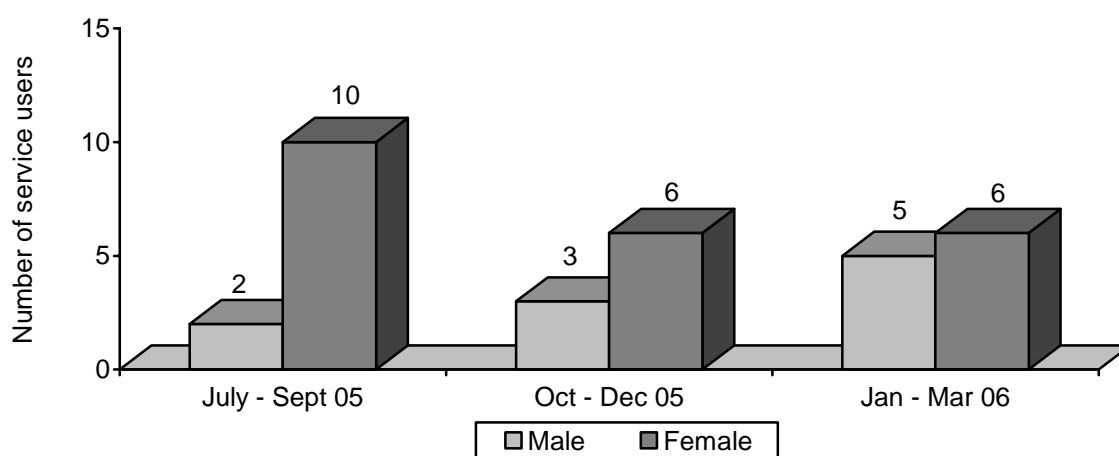
Primary reason for referral	Female	Male	Total	%
Caring responsibility (any)	6	1	7	39
Confidence/self-esteem (parent or child)	5	1	6	33
Chaotic home life	0	2	2	11
Social exclusion/isolation	1	1	2	11
Challenging behaviour (at school or in the home)	0	1	1	6
Total	12	6	18	100

As Table 4.13.1.1 illustrates, two referral categories accounted for 72% of all referrals to young carers Vale Royal (caring responsibility and confidence/self-esteem). For those referred for confidence/self-esteem, the majority of individuals (83%, 5 out of 6) were females.

4.13.2 Service users

Between July 2005 and March 2006, 12 females (67%) and 6 males (33%) have accessed the young carers service. Figure 4.13.2.1 illustrates the sex of service users over the course of the nine month period.

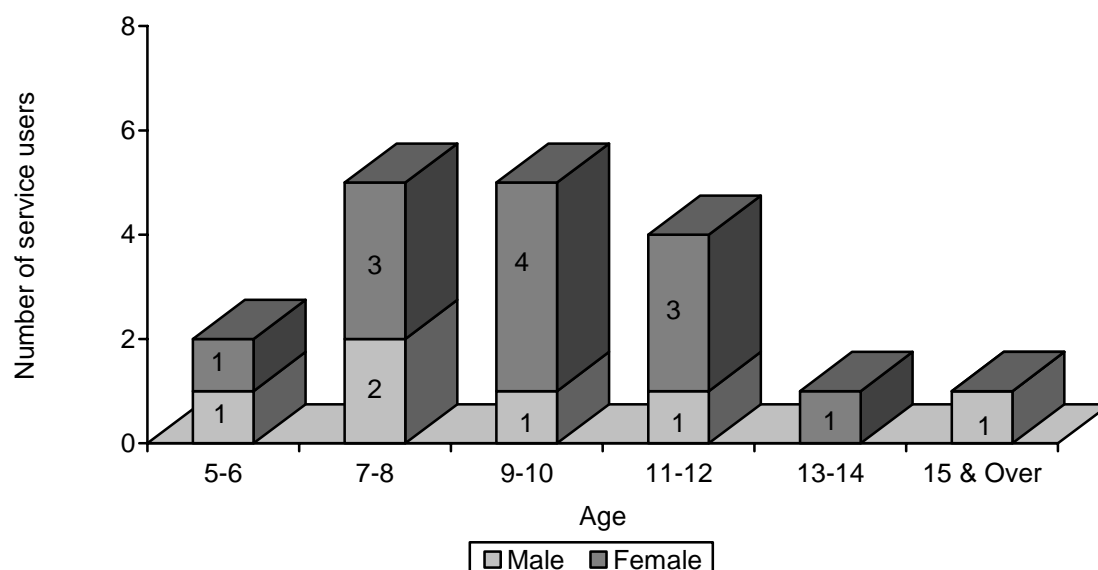
Figure 4.13.2.1 Number of young carers service (Vale Royal) users by sex



When examining the sex of service users, the ratio of females to males has fallen from 5:1 between July and September 2005 to almost 1:1 between January and March 2006.

The age of service users was also analysed and is displayed in Figure 4.13.2.2

Figure 4.13.2.2 Age of young carers service (Vale Royal) service users between July 2005 - March 2006



Of those individuals accessing the young carers Vale Royal service, 78% (14) were aged between seven and ten years old.

The majority of individuals accessing young carers Vale Royal service were identified as White British (94%, 17 individuals). One service user identified him/herself as being of 'Other Mixed' ethnicity.

None of the 18 service users accessing young carers Vale Royal were identified as having a disability or SEN during the nine month period.

It was possible to cross reference 17 of the 18 young carers Vale Royal service users with Cheshire LEA's pupil database. Of those 17 individuals, one child was identified as having a form of SEN for behaviour, emotional and social development.

When examining the number of individuals who received free school meals, 35% (6 individuals) of young carers service users were entitled to free schools meals as illustrated in Table 4.13.1.2.

Table 4.13.2.1 Young carers service (Vale Royal) users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	2	4	6	35
No	3	8	11	65
Total	5	12	17	100

Of those service users entitled to free school meals, 67% (four) were female and 33% (2) male. With 35% of all service users eligible for free school meals compared to 47% of all CCF service users. This indicates the minority of service users live in more deprived areas.

4.13.3 Multiple service usage

Of the 18 individuals who had received support from the young carers Vale Royal service, one female was identified as receiving support from an additional CCF service provider.

4.14 YMCA family support services: family group meetings

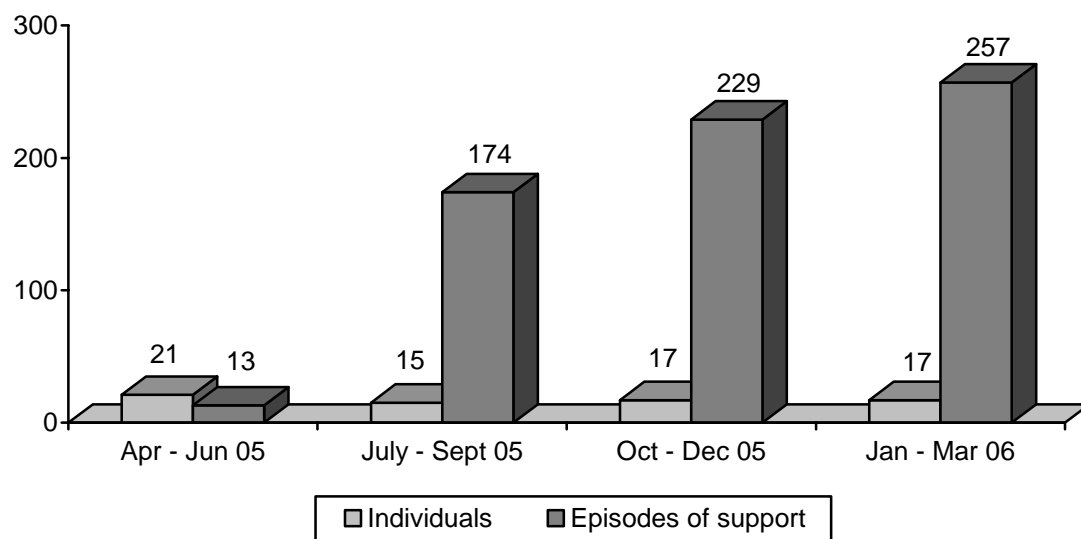
YMCA family support services are co-ordinated across Ellesmere Port and Neston. Family support services aim to bring families together in a safe environment to encourage group members to build friendships. This helps reduce social isolation, increase self-esteem and confidence and encourage families to make informed decisions in order to bring about improvements in family life.

The family support service co-ordinator works with families in either a group or one-to-one setting to discuss their issues, identify gaps in service provision and to design and implement effective methods of response to these shortcomings. Whilst families are often referred to the YMCA service for social isolation issues, there are often additional issues that require signposting to alternative agencies such as domestic abuse, parent partnership, alcohol services and so on. A strong emphasis is placed on a neighbourhood approach, which allows direct and practical interaction with individuals in their communities.

4.14.1 Service activity

Over the 12 month period, 25 individuals accessed the family group meetings service receiving a total of 673 episodes of support. Figure 4.14.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter between April 2005 to March 2006.

Figure 4.14.1.1 YMCA family group meetings service users and episodes of support by quarter April 2005 - March 2006



As Figure 4.14.1.1 illustrates, the number of service users has remained relatively consistent, whilst the number of contacts has increased approximately 20 times over the 12 month period. Such a finding suggests individuals are being more intensively supported.

Figure 4.14.1.2 illustrates those individuals accessing the YMCA family group meetings service by postcode. Figure 4.14.1.3 illustrates the number of episodes of support provided to family group meetings service users by postcode.

Figure 4.14.1.2 YMCA family group meetings service users by postcode

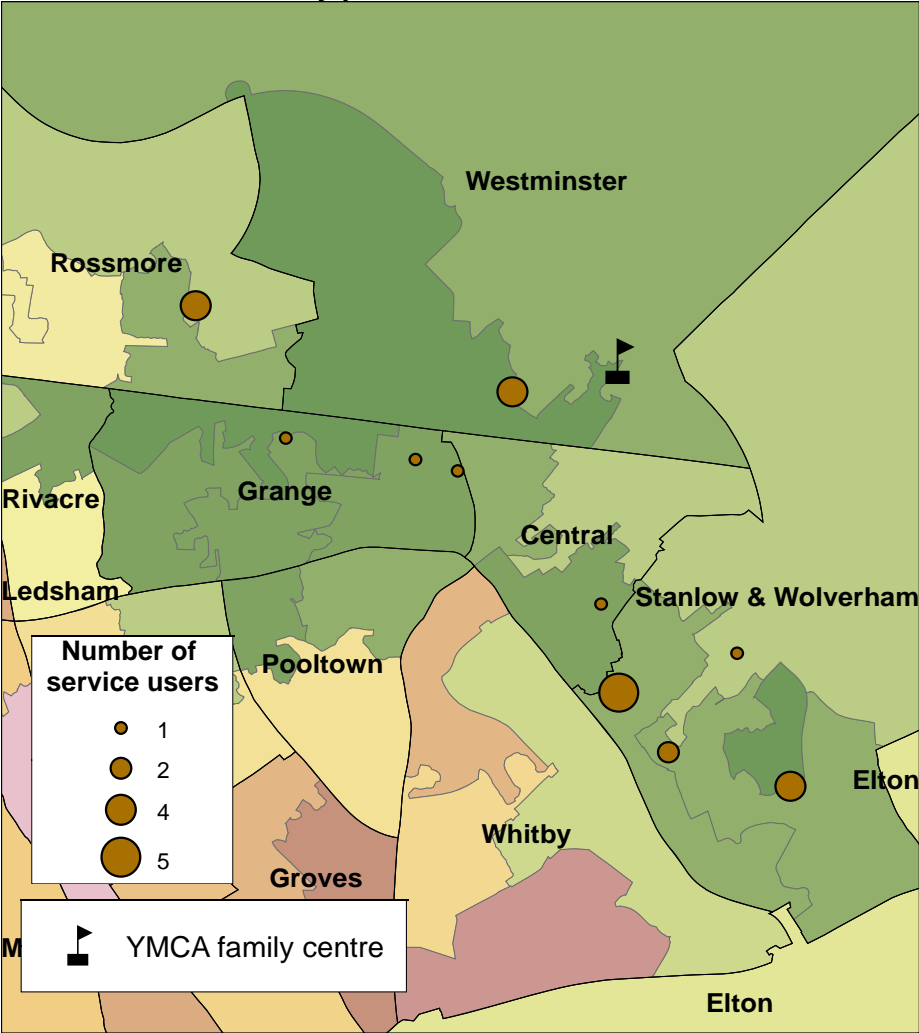
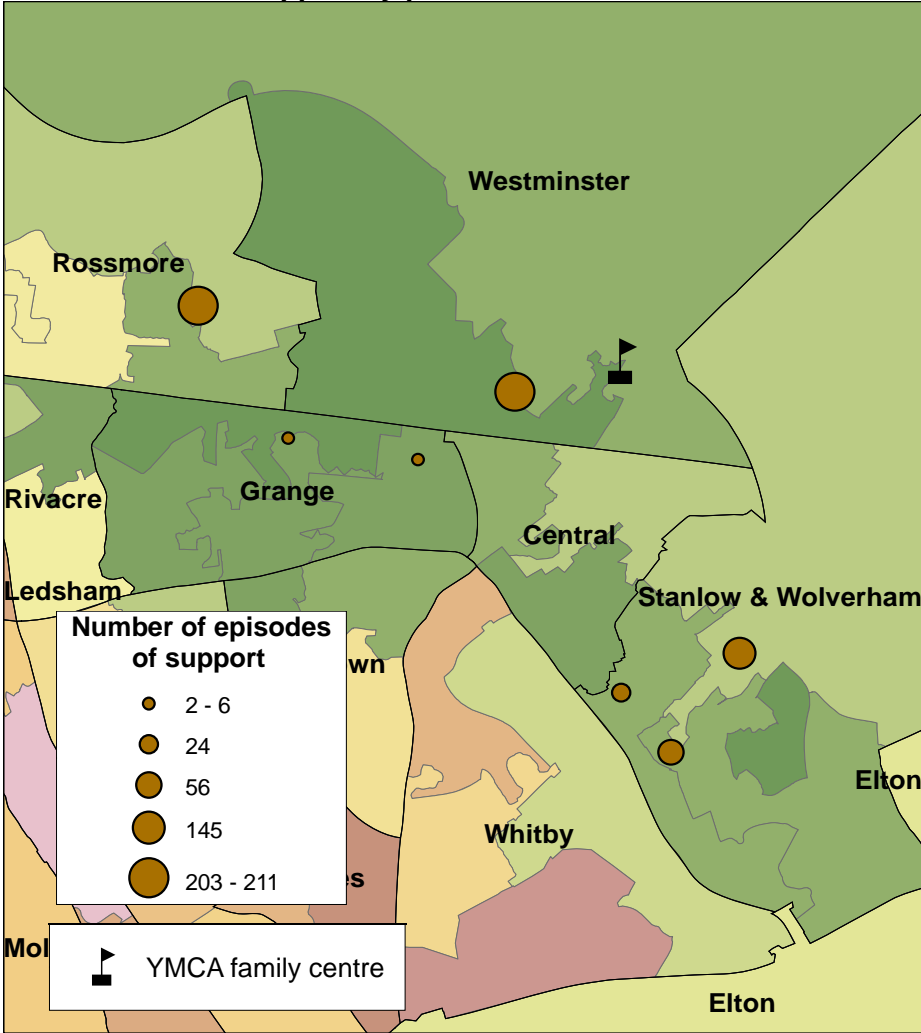


Figure 4.14.1.3 YMCA family group meetings episodes of support by postcode



Figures 4.14.1.2 and 4.14.1.3 illustrate that all of the individuals accessing and receiving support from the YMCA family group meeting service come from the more deprived areas of Ellesmere Port when examining levels of deprivation by SOA.

Table 4.14.1.1 illustrates the primary reason for referrals for each of the 25 individuals recorded by the YMCA family group meetings service during the analysis period.

Table 4.14.1.1 Primary reason for referrals to YMCA family group meetings service

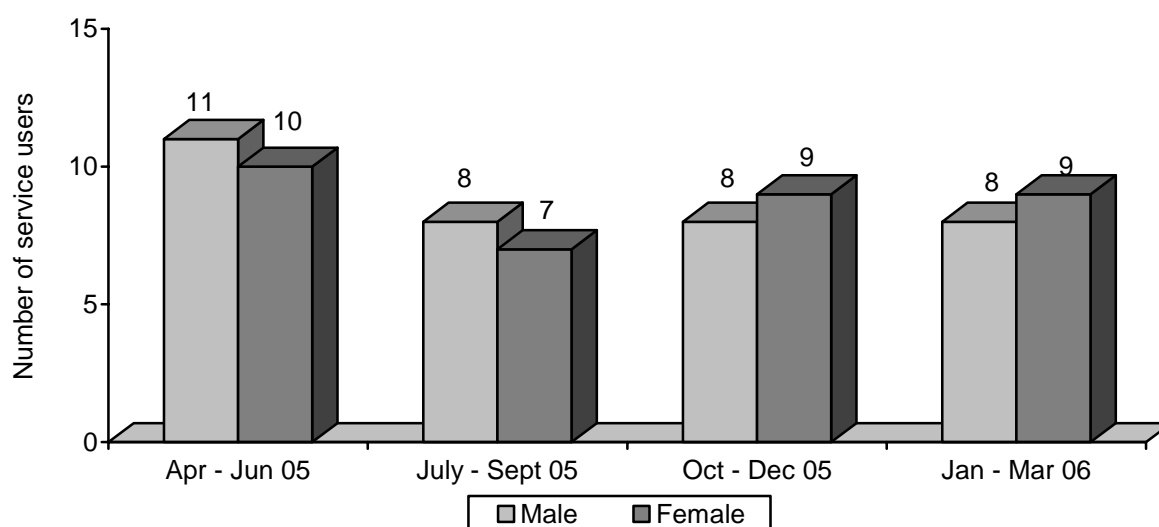
Primary reason for referral	Female	Male	Total	%
Social exclusion/isolation	8	7	15	60
Other	3	3	6	24
Challenging behaviour (at school or in the home)	1	2	3	12
Parenting or family relationships	1	0	1	4
Total	13	12	25	100

As Table 4.14.1.1 illustrates, two referral categories (social exclusion/isolation and other) accounted for 84% of all referrals to the family group meetings service.

4.14.2 Service users

Between April 2005 and March 2006, 13 females (52%) and 12 males (48%) accessed the family group meetings service. Figure 4.14.2.1 illustrates the sex of service users over the course of the 12 month period.

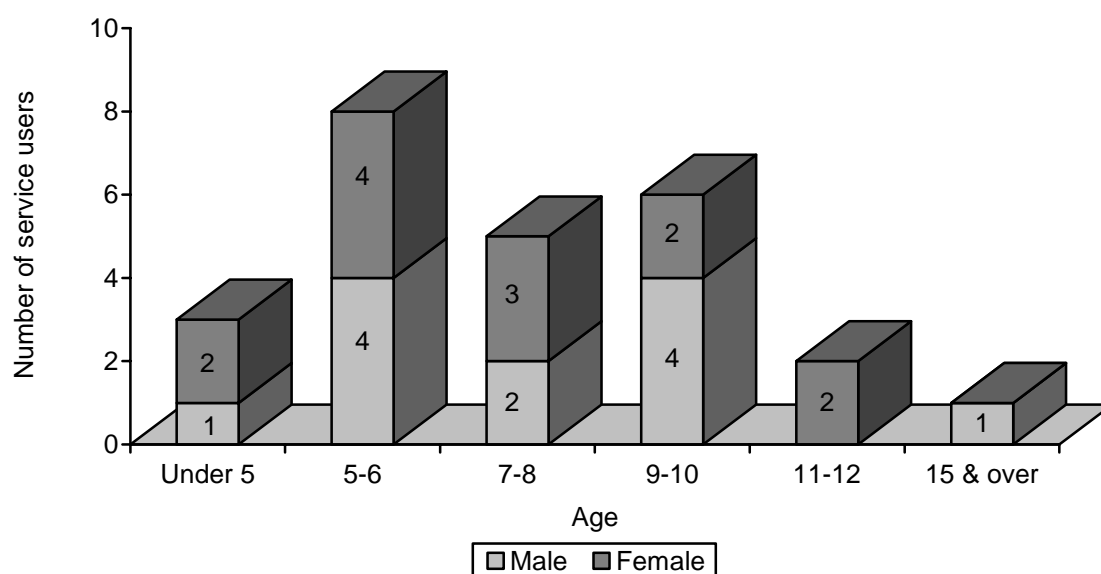
Figure 4.14.2.1 Number of YMCA family group meetings service users by sex



When examining the sex of all service users, the ratio of males to females (1:1) has remained relatively consistent throughout the 12 month period.

The age of service users was also analysed and is displayed in Figure 4.14.2.2

Figure 4.14.2.2 Age of YMCA family group meetings service users between April 2005 - March 2006



The majority of individuals supported by the YMCA family group meeting service were aged between five and ten years old (76%, 19).

All 25 individuals accessing the family group meeting service were identified as White British. When examining SEN and disability, six were identified as having a disability (24%), four (16%) individuals had a statement of SEN and two (8%) received support under the SEN code of practice. Those identified with SEN or disability accessed services in each quarter during the 12 month period.

It was possible to cross reference 24 of the 25 family group meeting service users with Cheshire LEA's pupil database. Of those 24 individuals, four were identified as having a form of special need. These needs included cognition and learning needs (3) and behaviour, emotional and social development needs (1).

When examining the numbers of individuals who received free school meals, 67% (16) of YMCA family group meetings service users were entitled to free schools meals as illustrated in Table 4.14.2.1.

Table 4.14.2.1 YMCA family group meetings service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	8	8	16	67
No	4	4	8	33
Total	12	12	28	100

Of those service users entitled to free school meals, there was an equal number of males and females. Overall, 67% of service users were eligible for free school meals, which indicates the service works with children living in more deprived areas.

4.14.3 Multiple service usage

Of the 25 individuals who had received support from the YMCA family group meetings service, five (20%) were identified as receiving support from one additional CCF service provider. All five received support from the YMCA out of school club. Table 4.14.3.1 illustrates the primary reason for intervention of the five individuals who were receiving support from additional CCF services.

Table 4.14.3.1 Primary reason for referral for YMCA family group meetings service users accessing multiple services

Primary reason for referral	Female	Male	Total	%
Social exclusion/isolation	2	1	3	60
Challenging behaviour (at school or in the home)	1	1	2	40
Total	3	2	5	100

As Table 4.14.3.1 shows, of those YMCA service users who accessed an additional CCF service, the majority were referred for social exclusion/isolation. Of all referrals to family group meetings for challenging behaviour, 67% (two out of three) of referrals were accessing additional CCF services.

In addition to the five service users accessing one additional service, one female accessed two additional services. The reason for this referral was due to social exclusion/isolation. Therefore, 31% (four out of 13) of all females accessing the YMCA family group meeting service received support from at least one additional service. This compares with 17% (two out of 12) of all males accessing additional services over the 12 month period.

4.15 YMCA family support services: out of school club

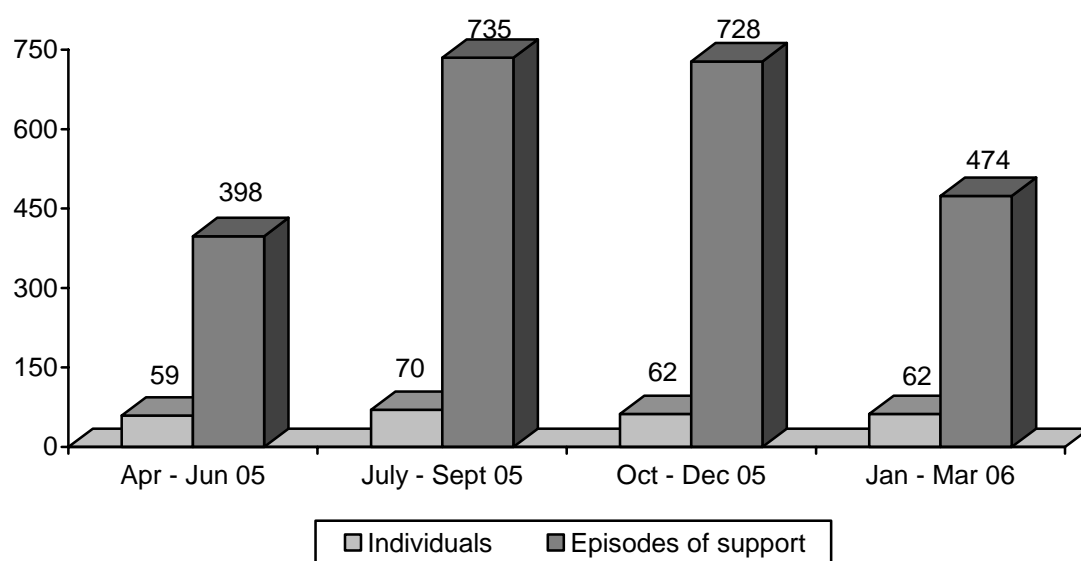
The out of school club provides childcare facilities and aims to provide inclusive play activities that enhance the social, cultural, spiritual and physical development of each child in order to give him/her the opportunity to achieve his or her full potential. The out of school club operates between 3pm and 6pm Monday to Friday during term time and 8am to 6pm Monday to Friday during school holidays.

Staff from the service are perceived to have developed good relationships with children, parents and the larger community, developing close ties with a number of local schools and additional services. Links have also been formed with Barnardo's, which provides support for children with learning difficulties and physical disabilities accessing the club. Staff also work alongside social services staff who support children with additional social, emotional and behavioural needs.

4.15.1 Service activity

Between April 2005 and March 2006, 94 individuals accessed the YMCA out of school club receiving a total of 2,335 episodes of support. One child was identified as having been referred to YMCA out of school club services on more than one occasion. Figure 4.15.1.1 illustrates the number of individual service users and episodes of support broken down in each quarter of the 12 month period.

Figure 4.15.1.1 YMCA out of school club service users and episodes of support by quarter April 2005 - March 2006



When examining the number of service users and episodes of support as shown in Figure 4.15.1.1, the number of services users has remained relatively consistent throughout the 12 month period. When examining the number of episodes of support, there was a 19% (76) increase during the course of the analysis period. Such a finding would indicate individuals are being more intensely supported.

Figure 4.15.1.2 illustrates those individuals accessing the YMCA out of school club by postcode. Figure 4.15.1.3 illustrates the number of episodes of support provided to YMCA out of school club service users by postcode.

Figure 4.15.1.2 YMCA out of school club service users by postcode

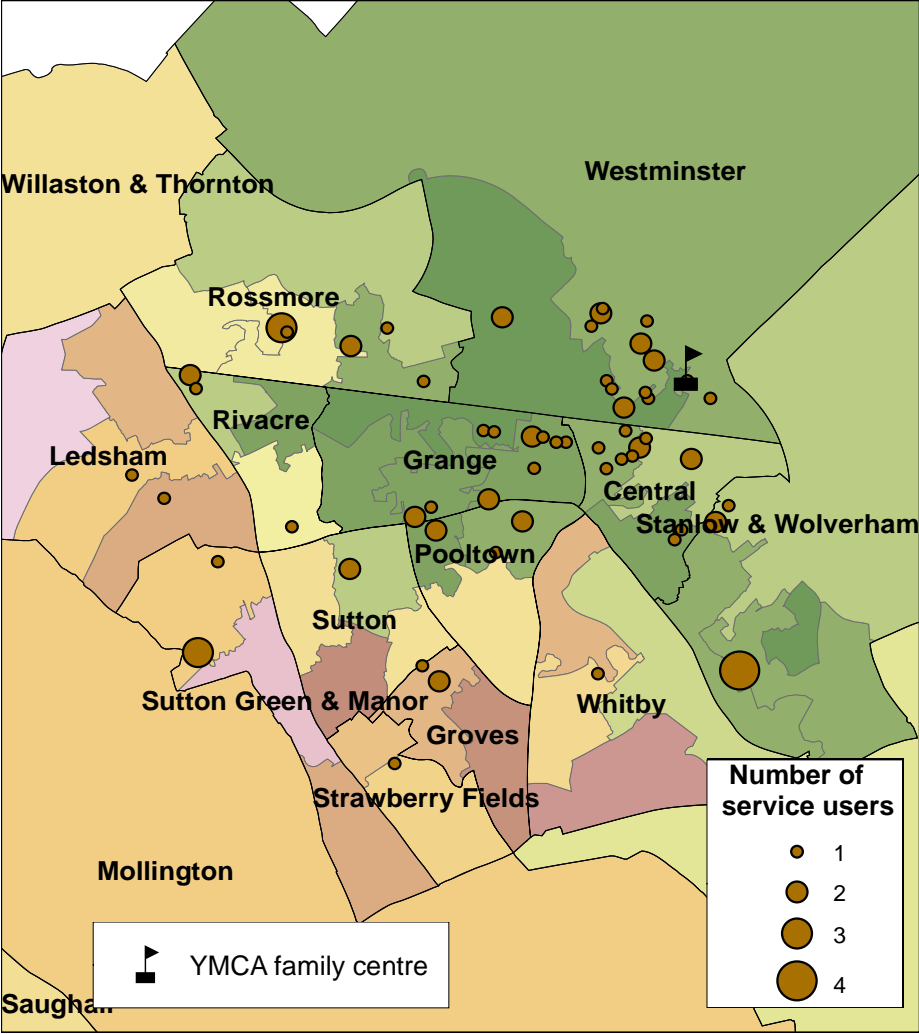
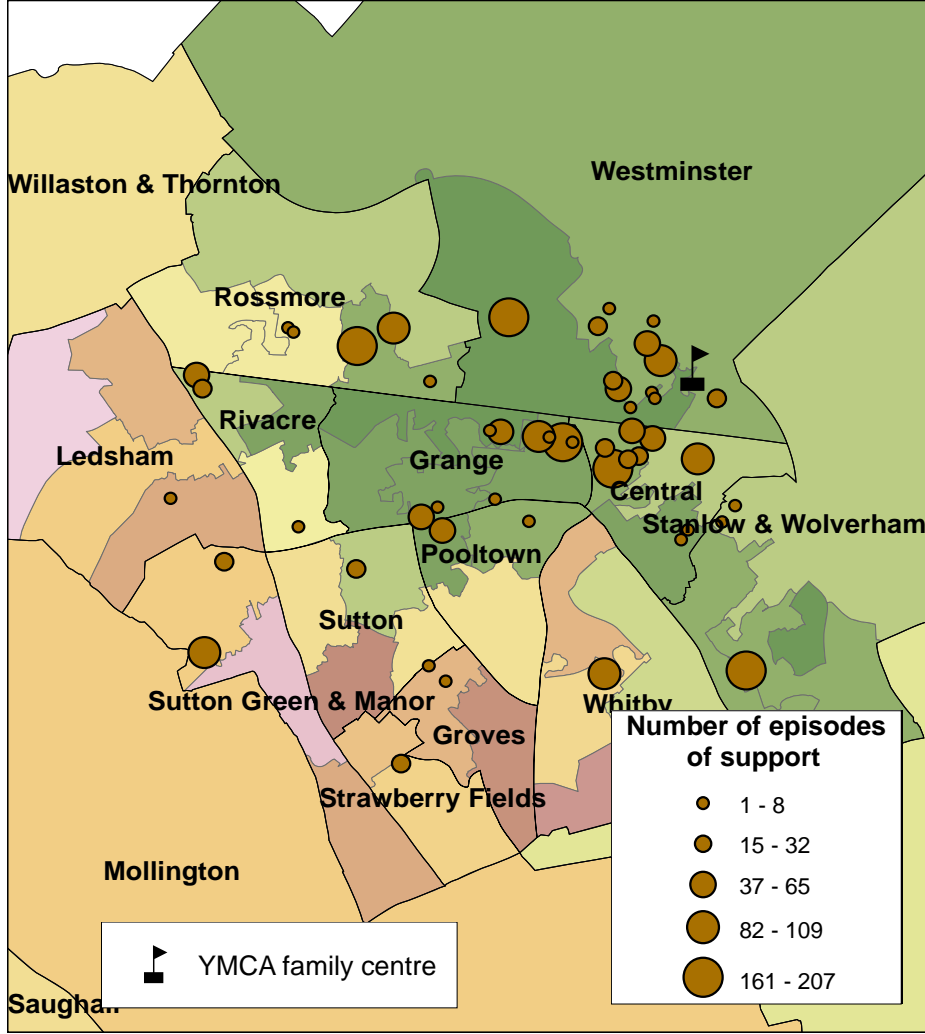


Figure 4.15.1.3 YMCA out of school club episodes of support by postcode



Figures 4.15.1.2 and 4.15.1.3 illustrate that the majority of individuals accessing and receiving support from the YMCA out of school club come from the more deprived areas of Ellesmere Port when examining levels of deprivation by SOA.

Table 4.15.1.1 illustrates the primary reason for referrals for each of the 94 individuals recorded by the YMCA out of school club during the 12 month period.

Table 4.15.1.1 Primary reason for referrals to YMCA out of school club

Primary reason for referral	Female	Male	Total	%
Unknown	32	34	66	70
Other	5	13	18	19
Social exclusion/isolation	4	1	5	5
Challenging behaviour (at school or in the home)	1	3	4	4
Parenting or family relationships	0	1	1	1
Total	42	52	94	100*

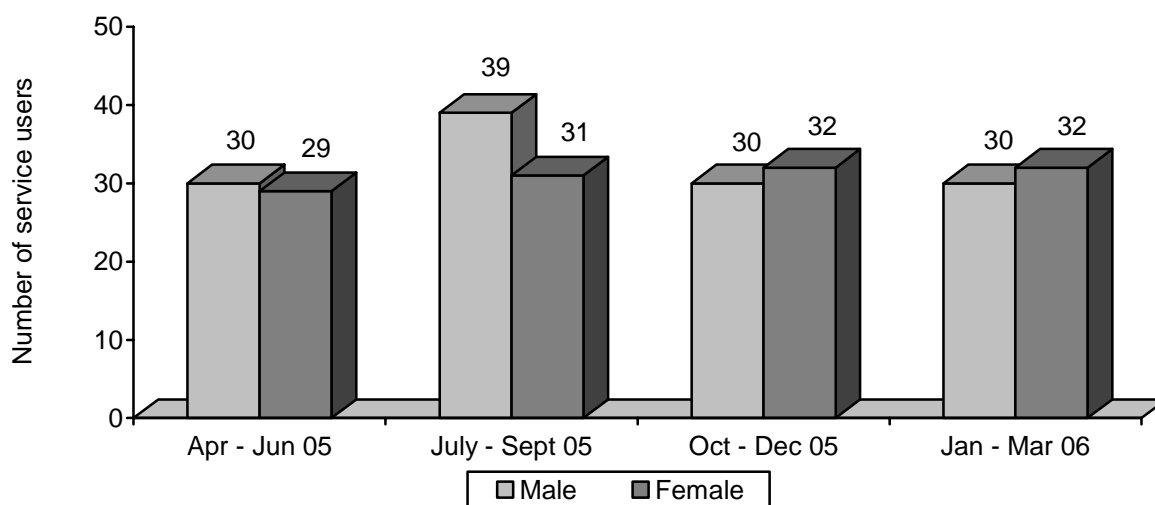
* Sum may not equal 100 due to rounding.

As Table 4.15.1.1 illustrates, the primary reason for referral to the YMCA out of school club was stated as 'unknown'. Steps have been taken to address this issue in order to give the service provider guidance on how to complete the spreadsheet for future returns. Of those referred for social exclusion/isolation, 80% (4 out of 5) were female.

4.15.2 Service users

Between April 2005 and March 2006, 52 males (55%) and 42 females (45%) have accessed the YMCA out of school club. Figure 4.15.2.1 illustrates the sex of service users over the course of the 12 month period.

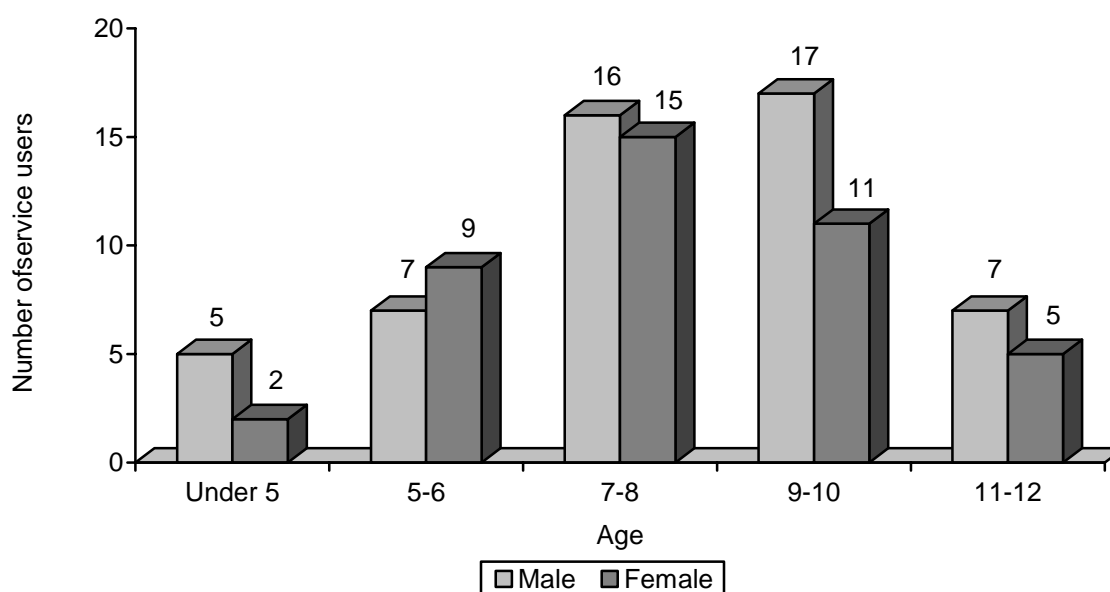
Figure 4.15.2.1 Number of YMCA out of school club service users by sex



When examining the sex of service users, the ratio of females to males accessing the service has remained relatively constant (1:1) over the 12 month period.

The age of service users was also analysed and is displayed in Figure 4.15.2.2.

Figure 4.15.2.2 Age of YMCA out of school club service users between April 2005 - March 2006

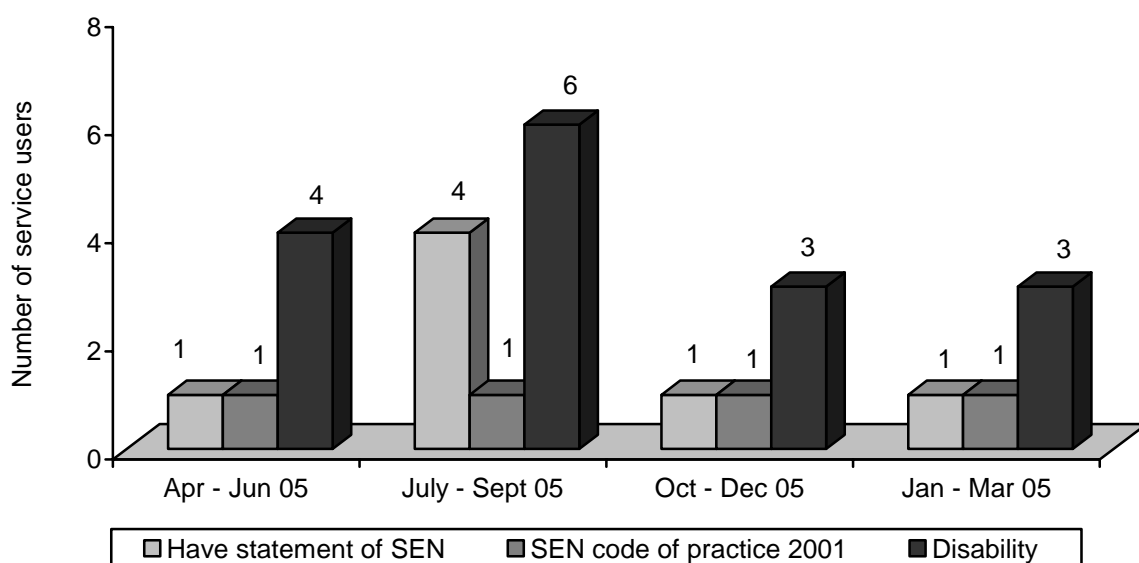


The majority of individuals accessing the YMCA out of school club were aged between five and ten years old (80%, 75 out of 94). More males were seen in all groups, with the exception of the 5-6 age category, where 56% (9 out of 16) of service users were female.

The majority of individuals accessing the YMCA out of school club were identified as White British (98%, 92 individuals). Two service users identified themselves as being of 'Chinese' ethnicity.

Of the 94 individuals accessing the YMCA out of school club during the analysis period, seven were identified as disabled (7%). Four individuals had a statement of SEN, whilst one child received support under the SEN code of practice. Figure 4.15.2.3 shows the number of individuals identified with SEN and/or a disability over the course of the 12 month period.

Figure 4.15.2.3 YMCA out of school club service users identified with Special Educational Needs and/or disability by quarter April 2005 - March 2006



As Figure 4.15.2.3 illustrates, July - September 2005 accounted for the largest number of disabled service users, accounting for 9% (six out of 70) of out of school club service users.

It was possible to cross reference 92 of the 94 YMCA family support service users with Cheshire LEA's pupil database. Of those 92 individuals, seven were identified as having a form of special need. These needs included cognition and learning needs (4) and behaviour, emotional and social development (3).

When examining the numbers of individuals who received free school meals, 18% (17) of YMCA out of school club service users were entitled to free school meals as illustrated in Table 4.15.2.1.

Table 4.15.2.1 YMCA out of school club service users' eligibility for free school meals

Free school meals	Male	Female	Total	%
Yes	11	6	17	18
No	42	33	75	82
Total	53	39	92	100

Of those service users entitled to free school meals, 65% (11) were male and 35% (6) were female. Despite the areas surrounding the YMCA service location being more deprived, as indicated by SOA in Figure 4.15.1.2, only 18% of service users were eligible for free school meals. This indicates a diverse level of deprivation amongst YMCA out of school club service users.

4.15.3 Multiple service usage

Of the 92 individuals who had received support from YMCA family support service, five (5%) were identified as receiving support from one additional CCF service provider. All five received support from the YMCA family group meeting service. When examining the sex of those accessing additional CCF services, 60% (3) were females compared to 40% (2) who were male. Table 4.15.3.1 illustrates the primary reason for referral of the five individuals who were receiving support from additional CCF services.

Table 4.15.3.1 Primary reason for referral of YMCA out of school club service users accessing multiple services

Primary reason for referral	Female	Male	Total	%
Challenging behaviour (at school or in the home)	1	1	2	40
Social exclusion/isolation	2	0	2	40
Other	0	1	1	20
Total	3	2	5	100

As Table 4.15.3.1 shows, of those YMCA out of school club users who access an additional CCF service, the main reasons for referral were challenging behaviour and social exclusion/isolation (40%, two out of five respectively). When comparing all out of school club referrals for social exclusion, 50% (two out of four) were accessing an additional CCF service.

One service user was found to be accessing two additional CCF services. The reason for referral in this instance was due to 'social exclusion/isolation'. Therefore, 10% (four out of 39) of all females accessing the YMCA out of school club service received support from at least one additional service. This compares with 4% (two out of 53) of all males over the 12 month period.

Chapter 5

Discussion

5.1 Introduction

The examination of the information stored on the newly developed CCF database has produced a picture of engagement with individual service providers and the programme as a whole between 1st April 2005 and 31st March 2006. The process of data analysis and the information it reveals has led to a number of conclusions, which are discussed further below. Also discussed are the proposed developments in the database system in line with government policy, and the development of the data collection process.

5.2 Limitations of the analysis

There have been a number of limitations to the analysis of the data extracted from the CCF database.

- Some fields within the service providers' spreadsheet returns contained incomplete data or were blank. As a result, blank fields occurred when data were imported into the CCF database. These included the primary reason for intervention, postcode and date of birth.
- It was not possible to identify 25 children on the LEA pupil database. Therefore, no UPN was allocated to these individuals. As a result, when attempting to cross reference service users with free school meals and SEN in accordance with the LEA pupil database, these individuals were omitted from the analysis.
- An area not fully addressed by CCF service providers was the date of exit from the service. Service users have reappeared on the system despite no date of exit being recorded. Without accurate records of individuals exiting the programme it is impossible to identify accurately the number of service users accessing services at a given point in time.
- All of the figures presented in this report are dependent on accurate records of attendance being recorded by CCF service providers.

5.3 Cheshire Children's Fund service usage and reach

The aim of this report was to establish the number of individuals accessing CCF services from a selected number of CCF providers chosen to provide electronic data returns. This report also illustrates the reach of the programme and the extent to which CCF has provided support to those children from the more deprived areas of Cheshire.

The pattern over the year (1st April 2005 to 31st March 2006) demonstrated a growing number of individuals and episodes of support with CCF service providers. This can partially be explained by the increase in the numbers of service providers completing the electronic returns over the course of the analysis period. In addition, the quality of the returns improved over the analysis period. As service providers became more familiar with the system and responded to requests for more comprehensive data returns, more data were exported onto the CCF database. Taking these factors into consideration, an increase in the number of individuals accessing services is not surprising. However, there appears to be a greater intensity in the number of episodes of support provided. A further point of interest is that the number of males accessing CCF services has substantially increased when compared to females over the course of the 12 months.

Service providers were asked to provide the primary reason for referral for all children accessing CCF services. These figures indicated a wide variety of reasons, with challenging behaviour having the highest number of referrals (198, 18%). However, such a finding is not surprising as the majority of CCF projects providing electronic returns work in or alongside schools, where one of the key issues centres on challenging behaviour. It is interesting to note that, in the case of both challenging behaviour and poor achievement in school, 78% of all referrals were with male service users. For referrals for both social exclusion/isolation and confidence/self-esteem, 57% of service users were female. In the case of four individual service providers the percentage of females referred for social exclusion/isolation and confidence/self-esteem was as high as 70%. It may be worth examining those individual services to establish the reasons why females are affected by social exclusion/isolation. In all other cases, the reason for referral showed comparable numbers of both male and female service users.

A point of concern was the number of individuals for whom the referral category recorded was 'other' (194) and 'unknown' (68). A reason for this may be the reluctance of some service providers to pass judgement on a child's situation. This was evident from informal discussions with a number of service providers. For example, one service provider said that labelling those children who were late for school on a couple of occasions as having 'poor attendance at school' to be harsh. However, without providing some indication as to the reason for referral, it is difficult to provide an insight into the work of the CCF. This issue is addressed further under CCF data capture developments.

The majority of children receiving support from CCF service providers were found to be aged between five and twelve years old, which is consistent with the Children's Fund targeted age range of five to thirteen years. The age group with the highest number of males was found to be those aged seven to eight years old, whilst the highest number of females was observed in the five to six years age group. It is interesting to note that the number of females accessing CCF services decrease with age. However, when comparing the age of those males accessing CCF services, there is no such decline. The number of male service users remains relatively constant between the ages of five and ten years old. As the database develops with regard to the number of individual service users it may be worthy of further investigation in order to establish the reasons for such defined patterns occurring.

Whilst it was not possible to cross reference all service users with the LEA pupil database, the results have provided an insight into CCF service users with SEN and free school meal eligibility. The number of service users identified with SEN by service providers accounted for 11% of all service users, whilst the LEA identified 7% of all CCF service users as having SEN. Therefore, it would appear that CCF is reaching a large proportion of Cheshire children who are potentially disadvantaged.

Whilst the service provider and LEA SEN records do not comprehensively match, it does however highlight the need to collect accurate and appropriate information from service users. This by no means indicates that any CCF service providers' records are inaccurate, as the problem could lie with incomplete records from schools to the LEA. When examining CCF service users identified as having SEN within LEA records, 74% were identified as being male, with behaviour, emotional and social development issues. When compared to the CCF service provider's primary reason for referral, it would appear behaviour, emotional and social development are key issues with males accessing CCF services.

When examining the entitlement to free school meals, 10% of all of Cheshire school children were eligible for free school meals. However, 47% of all CCF service users were eligible for free school meals. Such a finding provides conclusive evidence that CCF services are working with a high number of children who are living in more deprived areas. The use of GIS mapping provides further evidence that service users from the more deprived areas of Cheshire are accessing services. In addition, GIS mapping illustrates the extent to which the majority of services are based in the deprived areas. The exception to this is South Cheshire Crossroads. In this instance,

the service is not located in one of the most deprived areas of Cheshire. However, the service is located centrally in relation to the individuals accessing the service who come from a wide geographical area. When examining the number of contacts made by South Cheshire Crossroads service users, the location does not appear to affect contacts, with a relatively even distribution of contacts by all service users. Such a finding highlights that many children from diverse backgrounds can have a caring responsibility and be in need of support. This also highlights that caring responsibility is not necessarily linked to deprivation.

The database has allowed analysis of those service users who have received support from multiple service providers. It was established that 86 services users received support from more than one CCF service. However, 51 of these were services users accessing both services provided by the Lache family support service, which are recorded as two separate services. Two service users were identified as using three CCF services. However, two of the services were Lache family support services. Therefore, there appears to be only a very small number of service users accessing multiple services. When attempting to establish those who had exited the system and then re-entered the system at a later date, this was made difficult due to incomplete records. Whilst it was possible to calculate these figures for individual services, improvements in the quality of data are needed as discussed later.

5.4 Database proposed developments

Despite the volume of monitoring data being manageable using a series of update and append queries to import data into an Access database, there are plans to use a more powerful platform that will support greater automation. This will reduce the level of manual work undertaken by CPHR staff enabling them to concentrate on analysis of the data. Microsoft's SQL Server 2005 offers a new software environment that provides a new facility, SQL Server Integration Services (SSIS), which facilitates the integration and analysis of data from multiple heterogeneous information sources (Microsoft, 2006b). It is anticipated that the current database solution can be remodelled using more powerful tools in the new environment. In addition to data transformation facilities, the new product includes Business Intelligence resources such as data mining tools, which explore a set of data for patterns and then optionally perform prediction on those patterns (Payne, 2006). Such technologies have the potential to enhance data analysis capability.

5.4.1 Integration with a Child Index

The development of an electronic database to support the data monitoring of CCF service provision offers the possibility for wider co-operation, which is consistent with the aspirations of *Every Child Matters* (Her Majesty's Government, 2006) and the development of a Child Index for the purpose of information sharing (Department for Education and Skills, 2005).

Through the development of the CCF database a working partnership has been developed with practitioners within Cheshire County Council (CCC) who are seeking to develop a Child Index for Cheshire. The Council is committed to the principles of information sharing and assessment and the key aims of the initiative are listed below (Cheshire County Council, 2006d).

- All professionals in relevant agencies who identify young people at risk of underachievement, harm or offending have the opportunity to log their concern via a shared system (a set of procedures, which may be supported by one or more IT based 'systems').
- Different professional groups develop a common approach and feel able to work together to support those children and families who require intervention.
- Information can be speedily and easily conveyed to relevant participating agencies, and is shared at key points (for example, when a child moves from primary to secondary school or when families move across local authority boundaries).
- The system can identify whether children have received, or are receiving, support through existing service providers.
- The system will ensure that timely referrals are made to other appropriate agencies and service providers.
- Key workers can track children and young people through the interventions in order to monitor progress.

The Council asserts the importance of information sharing between different agencies with the longer term aim of integrating information across services and enabling concerns to be shared at an early stage. It is proposed that this will be achieved by developing information systems "to enable the exchange between local authorities and partner agencies of information on individual children. Systems will also be capable of interaction with other data sets" (CCC, 2006d). It is anticipated that the CCF database, which is still developing, will be able to interact with relevant databases held by the Council.

It is perceived that information regarding individuals in contact with CCF projects could eventually serve to enhance the profiles held on the Cheshire County Council's Child Index and will eventually be available to other practitioners working with an individual child in accordance with government recommendations. In this respect, the CCF database will form one of a series of potential sources of information across the County including children's services, the police, and the housing department.

5.5 Cheshire Children's Fund data capture development

In order to continue the development of the CCF database a number of amendments are required to the database and to the quality of information provided by CCF service providers. Firstly, as previously stated, a large number of referrals were identified as 'other' and 'unknown'. Through consultation with CCF and CCF service providers it has been decided that 'other' and 'caring responsibility' should be removed from the list of reasons for referral. The removal of caring responsibility was due to this being perceived more as a description of circumstance rather than a definition of need. By definition, all referrals to young carers projects will be for caring responsibility. However, this does not identify the problems or difficulties the children are having as a result of their circumstances. Through the removal of 'caring responsibility' and 'other' as referral categories it is anticipated that a more accurate description of need, as indicated by the reason for referral, will be achieved. As a result, greater care and consideration needs to be given when identifying the primary reason for referral for all service users.

Another area where concerns have been raised comes with the recording of personal information by individual services. Whilst this would appear to be a straightforward process, it is imperative that every effort is made to ensure the correct spellings of all information recorded. This is especially significant with regard to all personal information (forename, surname, address and date of birth). Without accurate records of service users, it is not possible to cross reference children with the LEA pupil database. Within the current report, 25 service users were not identifiable with LEA records. This number would have been greater if not for the endeavour of LEA and CPHR staff in identifying those children who were recorded with incorrect data, for example, wrongly spelt surnames or children who have changed their surname through a parent remarrying. Whilst it is important to keep accurate records, the failure to do so could have wider implications for the development of the previously mentioned Cheshire Child Index. It is imperative that all children are identifiable to allow any central database to record all relevant information against the appropriate individual.

Without accurate records to identify children accessing multiple services, the possibility of failing to identify children at risk of harm and requiring intensive intervention will substantially increase.

The final area where considerable time and effort needs to be given to improve the quality of the CCF database comes with the recording of date of first contact and date of exit. Without accurate records of individuals entering and exiting a service, it is difficult to establish those service users who have had genuine multiple referrals with the same service or those still currently receiving support with a service. This problem again has implications for the development of a Cheshire Child Index and the ability to identify individuals currently accessing services. If the current practice is continued, it is possible a case may occur where a child appears to be involved with multiple services, when in truth the individual may no longer be accessing a single service. As a result, concern could be raised over this child, resulting in unnecessary measures to ensure the safety of an individual. Therefore, it is essential that accurate records of when individuals enter and exit a service are maintained.

5.6 Conclusions

The CCF database has made progress in the ability to record and identify the numbers of service users and the reason for referral for individuals accessing CCF services. Whilst it has taken time for service providers to gain a full understanding of the requirements and in some case obtain parental consent, there is now increased co-operation between the CPHR and CCF service providers. Such co-operation has seen continued improvements in the quality of electronic data returns. However, as previously stated, there are still areas where improvements are required.

The development of the database is consistent with government policy to collect information regarding children accessing such services. Therefore, CCF service providers are in effect developing protocols to collect information that will become common practice in the very near future.

With regard to CCF service providers and those individuals accessing services, the database has identified that the CCF is meeting its objectives of working with children in some of the most disadvantaged areas of Cheshire. Males are the principal services users, with challenging behaviour identified as one of the main reasons for referral to CCF services. It also appears that very few children are receiving support from multiple CCF services. The only exception to this occurs with the Lache family support service,

where two services are recorded separately. As a result 51 children were identified as receiving support from both service strands.

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Appendix 1

Informed consent form

(form to be on headed paper)

Dear family member,

The Centre for Public Health Research, at University College Chester, has been asked by the Cheshire Children's Fund, who fund the service, to find out about the families and children that use this service. To do this the Centre for Public Health Research needs access to information about your involvement in the service. The information that we require is:

- name of the child;
- postcode;
- date of birth;
- gender;
- ethnicity;
- date of first contact with the service;
- number of times the child has been involved with or attended the service;
- whether the child has any disability or special educational needs.

In accordance with the Data Protection Act (1998), the Centre for Public Health Research will hold all information securely and treat it confidentially. Once information has been passed to the Centre for Public Health Research, information about the type of service a child is receiving will also be recorded on the child's **Pupil Data Base** record which is held by the Local Education Authority. The Local Education Authority is known as a 'data controller' under the Data Protection Act (1998), which means that they hold personal information, such as contact details, about all of the pupils in Cheshire. The information about how often you use a service will be added to this record. This information **will not** under any circumstances be passed to any other agency, or used to make a decision about a child's welfare. No names will be used in any report produced, and so you and your family will not be able to be identified by anyone other than the researchers working on this project.

If you are willing for this information to be passed to the Centre for Public Health Research for research purposes you do not have to do anything and staff will ensure that it is passed on securely. If however, you do not wish your information to be passed to the Centre for Public Health Research you need to inform staff who will ensure that your child's information is not passed on.

If you have any questions or worries please feel free to talk to staff. Here is a number to ring if you would like to talk to the researcher who will be dealing with your information.

Name of Researcher: Simon Alford

Telephone: 01244 375 444 Ext.2024